

Member Services Manager

Position Summary:

The Member Services Manager works in partnership with the Director of Member Services in the development and delivery of the Association's varied member programs, briefings, conferences, convenings, networks, and public programs. The Member Services Manager is accountable to the Director of Member Services and will be evaluated on the quality of programs developed and delivered for the XYZ association.

Key Responsibilities:

- Produce high quality programs, briefings, conferences, convenings and networking opportunities that position XYZ as the premier resource on Minnesota grantmaking and as the association of choice for Minnesota philanthropists.
- Continuously strengthen and improve programming through on-going internal review and attention to member feedback to ensure XYZ programs and services are the most relevant and valued learning and engagement opportunities for members.
- Provide excellent customer service to XYZ members and potential members to support XYZ's member recruitment and retention goals, with high satisfaction when providing services to members.
- Demonstrate a high level of initiative and creativity to effectively and efficiently accomplish XYZ's member services goals.
- Model ethical and equitable behaviors in interactions with XYZ members, staff and external constituents.
- Adapt and grow to learn new skills, methods and procedures as required for the position.

Job Requirements

Education, training, experience:

Experience/Qualifications:

- Bachelor's degree required.
- At least 3-5 years of experience managing programs in the field of philanthropy and/or nonprofits.

- Prior experience with community/public, corporate, private family or independent foundations preferred.
- Demonstrated experience planning, developing, and implementing effective educational programs and other events.
- Demonstrated knowledge of the field of philanthropy or nonprofit management.
- Demonstrated experience leading and facilitating meetings.
- Specific knowledge of and experience with e-learning.
- Experience working effectively with people from diverse backgrounds.
- Strong planning, organization and implementation skills.
- Ability to multi-task and manage different projects simultaneously.
- Personal initiative and commitment to high level of member service.
- Ability to work under tight deadlines in a fast-paced environment.
- Ability to work independently as well as collaboratively with XYZ staff, members and other key constituencies.
- Experience negotiating facility contracts and related arrangements.