



THE NONPROFIT
ASSOCIATION OF
OREGON

Connect. Improve. Advance.

POSITION ANNOUNCEMENT

Membership Manager

This is your opportunity to help strengthen nonprofits throughout Oregon!

Status, Work Hours: Regular, full-time, exempt
Annual Salary: Starting at \$55,000 + generous employee benefits
Closing Date: Open until position is filled

Applications will be reviewed on a rolling basis. Candidates are encouraged to apply early.

Are you passionate about serving Oregon's nonprofit sector? Do you have the skills and desire to develop, manage, and steward member relationships? Do you love to identify solutions, big on impact/value, create innovative campaigns, and love working in a collaborative and fast-paced nonprofit environment? If yes, you might be the ideal candidate to become Nonprofit Association of Oregon's next Membership Manager!

Nonprofit Association of Oregon is seeking a team member who is strategic, organized, and customer-focused. This position requires strong social skills, attention to detail, and creativity. The Membership Manager is responsible for: developing, managing, and stewarding member relationships, programs, growth, and retention to ensure that NAO's membership services and benefits are meeting the needs of our constituents. They will regularly interact and engage with nonprofit leaders, staff, and volunteers to mobilize around the valuable work that NAO does in the sector for and on behalf of Oregon's nonprofit sector. They will also actively manage NAO's membership data, processes, and procedures to ensure the integrity and quality of records to support NAO's ability to connect, improve, and advance the nonprofit sector across Oregon.

Responsibilities

- Develop, strengthen, and maintain the NAO member network across the state.
- Actively engage and connect with members about NAO's programs, benefits, and activities and help promote NAO's learning, convening, and resources opportunities.
- Collaborate with internal and external teams on strategic and creative membership campaigns with a focus on membership growth and retention
- Help create members-only materials, events, and content
- Manage membership outreach and retention activities and manage membership processes and procedures.
- Support current partnership agreements; help assess member benefits programs; and help identify new opportunities for nonprofits.
- Ensure revenues/expenditures associated with membership strategies, outreach and engagement are aligned with organizational budget goals.
- Support the development of membership communications materials, website content, and tabling materials.

- Responsible for managing NAO's database (currently CiviCRM) to ensure the integrity and accuracy of relevant information; tracking, analysis and reporting; and implement processes for continuous improvement; and identify opportunities ways to utilize data effectively in support of NAO connecting, improving, and advancing the sector.
- Support the development and implementation of reviews, surveys, and other customer satisfaction mechanisms
- Support the maintenance and growth of relationships with key national and regional partners and networks.
- Represent NAO at virtual and in-person events which may include tabling, formal presentations, informal networking, business development, etc.

Required Qualifications:

- Fundraising/program/project management experience in the nonprofit sector, preferably with a member-oriented organization.
- Ability to see the big picture and think critically as well as have an eye for the details.
- Strong project planning, problem-solving, and process improvement skills.
- Excellent written, verbal, and interpersonal communications skills with the ability to develop and deliver effective communications messages to audiences.
- Excellent customer service skills focused on understanding customer needs, providing appropriate assistance, and ensuring outstanding customer satisfaction.
- Experienced in data and financial analysis, reporting, and measuring results.
- Must be proficient in Microsoft Office Suite programs, such as Outlook, Word, Excel, Project, PowerPoint, and must have a strong working knowledge of constituent databases.
- Drupal and HTML skills are a plus.
- Sales experience and event planning skills are a plus.
- Demonstrated ability to manage multiple projects and to shift priorities as needed, but not lose the thread.
- Knowledge of or ability to quickly grasp nonprofit best practices, management, compliance, and resources.

Terms of Employment & Compensation: Starting salary is \$55,000. We offer a generous benefits package that includes: health, dental, paid vacation and personal leave time, and participation in a 403(b) retirement plan with an employer match for eligible employees. This is a regular, full-time, exempt position.

How to Apply: Please submit a cover letter describing your interest and skills for this position and include a detailed resume that speaks to the responsibilities and qualifications listed above. Please submit your materials by email to jobs@nonprofitoregon.org. NAO will review applications on a rolling basis. Candidates are encouraged to apply early. The position is open until filled. After submitting your application, you will receive an acknowledgment email and an invitation to complete an anonymous four-question survey to help us track and analyze our ability to attract a diverse pool of candidates. If you do not meet all of the required qualifications for this position, but know you have transferable skills to be an excellent fit in this role, we hope you apply.

NAO is an equal opportunity employer and is committed to hiring staff that represents the communities we serve. Racial, ethnic, and religious minorities, LGBTQIA+ people, people with disabilities, and veterans are encouraged to apply.

Please visit our website www.NonprofitOregon.org to learn more about the Nonprofit Association of Oregon and our programs and services.