



## **POSITION DESCRIPTION**

**TITLE:**                    **Membership Manager**

**DEPARTMENT:**       **Membership**

**SUPERVISOR:**        **Executive Director**

P.E.O. is a philanthropic organization where women motivate, educate and celebrate women. Our beautiful office, friendly staff and dedicated volunteer leaders make this an ideal opportunity to add positivity to the world.

The Membership Manager plays a critical role in advancing the mission of P.E.O. by overseeing the execution of strategic membership initiatives and supporting the staff and volunteer efforts of maintaining, analyzing and managing membership database information. This includes monitoring membership workflows, ensuring timely responses to member inquiries and the execution of membership growth and retention campaigns.

This is a full-time exempt position with flexible hours. Work is primarily on site, with potential for limited work-from-home capabilities. Generous full-time benefits include insurance (health, vision, dental, life and long-term disability), paid time off, sick time, holidays and 401(k).

### **Background, Skills and Abilities**

- A college degree with demonstrated experience in project management
- Ability to analyze, organize and prioritize work while meeting multiple deadlines
- Proficiency in Microsoft applications
- Experience in supervising staff
- Excellent communication and customer service skills
- Attention to detail
- Skilled in researching, problem-solving and verifying information prior to completing tasks
- Ability to work independently or as part of a collaborative team
- Maintain a flexible work schedule, including some evenings and weekends
- Physical ability to lift up to 25 pounds at times; ability to sit and stand for extended periods

### **Foundational Competencies**

- Managing Projects: Implement directives provided by management
- Analytical Thinking: Use basic logic and common sense to arrive at solutions
- Collaboration: Work well with others to accomplish a common goal
- Communication Skills: Communicate effectively in a friendly and professional manner

## Specific Examples

- Manage membership data and records including tracking membership trends and providing recommendations for improving data accuracy and reporting
- Develop and manage project plans that integrate both information technology and human resources components for cohesive execution across the organization
- Implement membership initiatives throughout the organization, including collaboration with leadership, staff and members
- Independently extract data, analyze trends and patterns and translate findings into informed recommendations
- Communicate the progress of projects to organizational leadership, incorporate feedback as needed and manage projects through to successful completion
- Oversee membership staff to ensure timely completion of tasks and achievement of departmental objectives
- Assist in the training and support of the annual report process for membership renewals and chapter reporting requirements
- Work closely with the IT team to support the internal systems, technologies and procedures of the membership department by managing all aspects of the database relating to membership operations and essential functions
- Serve as the point person for generating reports, queries, exports, email lists etc. for membership

## Supervision

This position operates within the guidelines developed by the Executive Board of International Chapter and office practices and procedures established by the Executive Director. Questions should be referred to the Executive Director.

***Our team is passionate about what we do, the organization we support and the people we serve. If you are looking for an opportunity to be part of a team that values collaboration, dedication and making a positive impact in the world, we may be the right fit for you.***