

Membership Program Manager

Location: Alexandria, VA

Salary Range: \$65,000 - \$85,000

Type: Primarily remote environment, with an expectation of being in person periodically at our Old Town, Alexandria, Virginia Office

The National School Boards Association (NSBA) seeks an experienced Membership Program Manager. This position will report to Managing Director, Membership, Programs and Council Service & support the organization's members and their various needs while helping to grow the membership by expanding clientele. The Membership Program Manager will work closely with both internal and external stakeholders to support NSBA's membership initiatives.

NSBA offers a dynamic work environment with an excellent employee benefit package including health and dental insurance programs, 401K, and PTO leave plans. As an employee of NSBA you will work in a primarily remote environment, with an expectation of being in person periodically at our Old Town, Alexandria, Virginia Office.

NSBA is proud to be an equal opportunity employer. We believe in hiring a diverse staff and sustaining an inclusive, people-first culture. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status

Responsibilities include but are not limited to:

General

- Establish and maintain effective working relationships with members, school boards, and media representatives and use these relationships to develop new business opportunities.
- Confers with staff to explain programs and individual responsibilities for functions and phases of programs.
- Directs and coordinates, personally or through subordinate managerial personnel, activities concerned with implementation and carrying out objectives of program.
- Reviews reports and records of activities to ensure progress is being accomplished toward specified program objective and modifies or changes methodology as required to redirect activities and attain objectives.
- Prepares program reports for superiors.
- Controls expenditures in accordance with budget allocations.
- Find creative initiatives to increase total participating members.
- Identify main client groups and audiences, determine the best way to communicate publicity information to them, and develop and implement a communication plan.
- Serve as the manager of the Higher Logic (online networking community) communities
- Respond to inquiries about NSBA's programs and services.

- Responsible for the update and continued maintenance of the Customer Relationship Management (CRM) database to ensure accurate data, database integrity, and to extract actionable data for member and attendee needs, working with IT on any database troubleshooting.

Requirements

- 5-7 years of membership program management and customer relationship management experience, preferred.
- Strong organizational and project management skills, with the ability to manage multiple priorities and meet deadlines.
- Excellent written and verbal communication skills, with the ability to communicate complex ideas to a range of audiences.
- Demonstrated ability to build and maintain strong relationships with key stakeholders, including members, partners, and volunteers.
- Strong financial acumen, with experience managing budgets and developing financial reports.
- Passion for the organization's mission and commitment to serving the needs of its members.