



THE WOMAN'S CLUB of MINNEAPOLIS



POSITION DESCRIPTION

Job Title: Member Services Manager
Classification: Exempt, full-time
Reports To: Jennifer Van Wyk

About Us

The Woman's Club of Minneapolis is a community of people who reflect on our times and come together to connect, learn and grow, and work to enhance the vitality and livability of the city in which our historic building is located. As a nonprofit 501(c)3 organization, the Club is also an events venue with a growing membership base. The Woman's Club was founded in 1907 by a group of extraordinary women who created a space in which to gather, connect, educate, inspire, and improve the world around them. All are welcome to be members or guests of The Woman's Club. More information can be found at womansclub.org.

About the Role

The Member Services Manager collaborates with the Director of Strategic Growth to nurture and grow a membership program that is diverse, dynamic, and the foundation of Club programs and activities. The Member Services Manager supports and services the organization's existing members and creates a welcoming environment for new members. The Member Services Manager is responsible for shepherding prospective members through an application process, conducting orientations for new members, and ensuring that members are engaged with programs and activities. The Member Services Manager coordinates annual meetings of the membership and any elections that need to go up for membership votes, participates in meetings and decisions of a Membership Committee.

Duties and Responsibilities

- Assist with the development and implementation of membership strategies that support recruitment of new members and retention of existing members.
- Fosters a climate of innovation and resolves problems to ensure member satisfaction.
- Provides excellent customer service, responds to inquiries in a timely manner, accommodates requests whenever possible, and nurture a culture that focuses on creating community.

- Primary contact for prospective members, respond to inquiries, conduct tours, coordinate membership approval process, and lead orientations.
- Partner with staff to onboard new members, create and host member-focused events, and increase member involvement in all Club programming and activities.,
- Represent the Club at community events to network and market the Club.
- Utilize web, social media and other Club's communications to promote membership activities and stories.
- Participate in Membership Committees, and other committees when necessary.
- Coordinate volunteer opportunities for members and track accomplishments.
- Track and report on membership goals, satisfaction, and retention.
- Assist with the maintenance of member records on multiple CRM platforms.

Qualifications — Knowledge, Skills, Abilities

- Five or more years of experience working with clients, volunteers, and/or customers.
- Experience working with membership/or associations preferred
- Must possess strong organizational, attention to detail, and customer services skills as well as the ability to multi-task
- Must enjoy meeting people, networking, and developing strong relationships
- Working knowledge of MS Outlook, Word, Excel, PowerPoint, Teams, and Zoom.
- Experience using database management systems.
- Excellent interpersonal, written, and oral communications skills.
- Ability to work collaboratively and independently, and ability to exercise sound judgement.
- Maintain a professional demeanor, representing the organization in a positive manner.
- Creativity a must.
- Must be able to work occasional weekends and evenings.

Salary and Benefits

- Salary commensurate with experience \$70,000 - \$80,000.
- Benefits package includes employer-matched 401K, health, dental, and paid time off.

To Apply

Submit cover letter and resume to jobs@womansclub.org by August 16, 2024.