



## Community Action Partnership Position Description

### **Program Associate, Membership & Administration (Membership Focus)**

#### **SUMMARY**

Under the immediate supervision of the Senior Vice President, the *Program Associate, Membership & Administration* is primarily responsible for membership recruitment, retention, and database management. The *Program Associate* will also provide general membership and administration staffing support. This is an exempt position. Salary range for this position is \$45,000 - \$50,000 depending on experience. The position is located in the Partnership's Washington, DC office.

It is the mission of the Community Action Partnership – National Office (the Partnership) to strengthen, promote, represent and serve the network of member agencies to assure that the issues of poverty are effectively presented and addressed. To achieve its mission, the Partnership engages in training and technical assistance, advocacy and efforts to promote visibility of the Community Action Network in order to enhance the work of its 1000+ community action and limited-purpose agencies and their partners in communities across the country.

#### **TO APPLY:**

Please submit a cover letter and resume to [jobs@communityactionpartnership.com](mailto:jobs@communityactionpartnership.com). No phone calls. **Include "Membership & Administration - Membership" in the Subject Line of the email.**

More information on the Partnership can be found at [www.communityactionpartnership.com](http://www.communityactionpartnership.com)

#### **DUTIES AND RESPONSIBILITIES/ESSENTIAL FUNCTIONS**

- Handling all questions, information requests, and complaints regarding membership.
- Processing membership applications, renewals, and resignations.
- Maintaining and updating membership records.
- Assisting with member communication activities.
- Collecting data, tracking membership statistics, and preparing reports.
- Developing and implementing strategies to recruit new members.
- Coordinating with the accounting department to track membership revenue.
- Assisting in preparing membership marketing calendar and materials.
- Organizing events and activities for existing and prospective members.
- Assist in setting annual benchmark goals for the budget and for the membership strategy.
- Quarterly membership review and reporting.
- Development, maintenance, and improvement of the membership database including input of records, list pulls and creating reports, and staff training, etc.
- Coordinate membership initiatives with all departments.
- Establishes the strategy and timeline for all membership mailings and email communications
- Responsible for creating and implementing an internal direct mail and online package appeal for membership acquisition and upgrades, and annual fund appeals.
- Draft all membership materials for approval, including thank you letters, renewals, web content, emails, appeals and special marketing materials as needed.

### **Other Duties/Responsibilities**

- Assist with annual events registration and logistics
- Assist in development and promotion of membership training, certification, and awards/scholarships programs
- Budgeting and cost reconciliation.
- Act as liaison with vendors as needed (phone, copier, fax, postage, IT).
- Proofread/editing
- Assist with coordination of efforts for office improvement.
- **Other duties as assigned by the Senior Vice President and Chief Executive Officer.**

### **SUPERVISORY RESPONSIBILITIES**

May at times supervise temporary employees and interns.

### **QUALIFICATIONS**

To execute this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required:

- Demonstrated experience in member management; use of a variety of AMS/CMS (membership database).
- Ability to think strategically, anticipating future developments and planning accordingly; proactively identify issues and generate recommendations.
- Superior organizational skills and attention to detail; ability to handle multiple tasks simultaneously and balance competing priorities; experience in planning multi-step projects and reaching milestones on time without sacrificing accuracy and quality.
- Demonstrated writing and editing skills; effective verbal communication skills.
- Takes initiative, demonstrates creativity, personable and has a high level of professionalism
- Comfort working independently, as well as part of a team; proactively collaborate with other staff members and other stakeholders on relevant projects.
- Knowledge of the principles of events management.
- Knowledge of nonprofit and/or association operations and management.
- Excellent interpersonal skills and high ethical standards.
- Commitment to equity, inclusion, and diversity
- Sensitivity to diverse cultures, races, and low-income family situations.

**Minimum two (2) years of experience in a membership coordination and/or event planning role for nonprofits or associations. Minimum four-year Bachelor of Arts or Sciences degree.**

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

*While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.*

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the regular work environment is usually moderate.
- Must be able to travel for activities such as meetings, classes, and workshops in and out of the area.
- Must be able to travel by air as needed to attend training, conferences, and related activities.

- Overnight travel as required.