

JOB DESCRIPTION

JOB TITLE: Chapter Growth Specialist

REPORTS TO: Chapter Support Manager

STATUS: Full-Time

FLSA: Hourly/Non-Exempt

JOB PURPOSE: The Chapter Growth Specialist manages organizational growth through direct oversight of new chapter development, the strategic growth plan, and provides ongoing support to all aspects of the chapter development. This position works closely with national volunteers to achieve annual and strategic growth goals.

EDUCATION AND EXPERIENCE QUALIFICATIONS:

- Bachelor's degree in Business Administration, Communications, Marketing or a related field required
- 3 years experience in member services, sales or member acquisition-type role required
- Experience in a membership organization preferred
- Driver's License required

An equivalent combination of education and experience may be considered if applicable and must be directly related to the functions and body of knowledge required to successfully perform the job.

JOB KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to manage multiple projects with competing priorities
- Excellent customer service skills
- Strong critical thinking and analytical skills
- Excellent verbal and written communication skills
- Great attention to detail
- Strong interpersonal skills
- Adaptability to change
- Ability to work in a goal-oriented environment
- Computer and Internet proficiency with Google Software, MS Word, Excel, PowerPoint, Adobe and Zoom.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Conducts demographic and statistical research to assess, analyze and qualify areas for new chapter development.
- Works with volunteer leaders, implements processes for forming new chapters.
- Ensures the NCL mission and culture is understood and embraced by new Chapters.
- Actively supports and engaged with national volunteer leaders to amplify the chapter growth process.
- Responds to external requests for information and cultivates new chapter leads.
- Reports to and works with the Chapter Support Manager to ensure the successful achievement of annual goals and growth targets.

- Coordinates with the Director of Programs for necessary training content and delivery for new chapters.
- Collaborates with the Communications team, to develop membership recruitment and retention resources and tools.
- Conducts analysis of membership data to identify and create strategies to support struggling new chapters.
- Fully participate with the Member Services Team for the overall accomplishment of department goals.
- Some minimal travel may be required.

PHYSICAL DEMANDS:

The physical demands described below represent those required to perform the essential functions of this job. Reasonable accommodations may be made for individuals with disabilities.

Bending	Crouching	Kneeling	Standing
Carrying	Feeling	Lifting	✓ Talking
Climbing	Hearing	Pushing/Pulling	✓ Visual Acuity
Crawling	✓ Keyboard Use	✓ Sitting	✓ Walking
Other: <i>This position is in an office setting and is mostly sedentary.</i>			

Please note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.