



National Charity League, Inc.[®]

MOTHERS AND DAUGHTERS SERVING COMMUNITIES TOGETHER

JOB TITLE: Director of Member Services **REPORTS TO:** CEO

STATUS: Full-time; Hybrid Remote **FLSA:** Salary/ Exempt

JOB PURPOSE: The Director of Member Services is responsible for enhancing, leading, and implementing successful strategies and initiatives in support of National Charity League, Inc.'s individual and chapter membership. This position drives member value, experience, inclusion, and growth over the lifespan of National Charity League membership.

The Director leads a team of eight (8) and is a member of the executive management team and additionally works with a team of national leadership volunteers to support almost 300 chapters in 33 states as well as individual sustainer (alumni) members.

EDUCATION AND EXPERIENCE QUALIFICATIONS:

- Bachelor's Degree in a related field required; master's degree preferred
- At least 6 years' professional experience in a nonprofit membership/association required with at least 3 years in a progressive management role
- Expertise in building and growing effective cross-functional teams that include both staff and volunteers strongly preferred
- Ability to drive member growth through business development preferred

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:

- Strong written, oral, and presentation communication skills.
- Proficiency in computer skills with Microsoft Outlook as well as digital platforms and applications such as Salesforce, Zen Desk, Tableau, and Smartsheets.
- Exceptional project management experience with a strong results orientation.
- Ability to organize work independently while managing multiple projects concurrently.
- Adept at managing data and the details of chapter operations, including but not limited to policies/procedures and governance documents.
- Demonstrate decision-making skills, employed in a cross-functional work environment.
- Ability to differentiate between autonomous department work and collaborative team work to drive the successful accomplishment of goals and metrics.
- Ability to analyze and address complex issues and data, utilizing strategic leadership skills.
- Exemplifies NCL, Inc.'s core values and serves as a brand ambassador of the organization, practicing the highest level of professionalism at all times.
- Strong problem-solving and conflict resolution expertise.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Member Value

- Designs and implements, in partnership with other team members, an integrated approach to education, training, and support of chapters and members.
- Coordinates strategies and materials to assist chapters with membership and organizational needs, including the use of governing documents, technology, and other chapter resources.
- Responsible for providing a high-value Forever NCL sustainer program and experience.
- Participates in pilot programming and membership experience design and innovation.
- Develops comprehensive understanding of membership-related issues to design and deliver an experience that is not only current but designed for future relevancy.
- Collaborates with the Directors of Programs and Communications to coordinate communication and programming for all members.
- Responsible for the chapter lifecycle management program to enhance chapter organizational effectiveness.
- Ensures membership inquiries and problems are responded to promptly. Responsible for the Chapter Support Request Desk and Chapter Support direct ongoing assistance.

Belonging and Inclusion

- Monitors membership organization trends and best practices across relevant benchmark organizations; tracks membership statistics for improvement and future opportunities.
- Coordinates and disseminates cross-chapter communications and coordination on initiatives and best practice learning.
- Builds consistency in membership service delivery across chapters to build a greater sense of belonging to a national organization.
- Provides guidance and support for chapters to uphold NCL, Inc. core values.
- Develops effective working relationships with members to nurture their connection to NCL, Inc.

Growth

- Works with Manager of Chapter Support and key stakeholders to drive and sustain membership growth in support NCL's strategic plan.
- Identifies opportunities creates strategies for chapter and membership growth,
- Promotes and builds sustainer membership, working with chapters and individual members. Partners with the Sustainer Support Volunteer Team.
- Responsible for leading strategic chapter growth, working with National Leadership volunteers and other staff members. Oversees staff efforts to ensure successful new chapter activations and chartering.

Volunteer Partnership

- Assists with training of key national leaders, including Chapter Support, Sustainer Support, and Leadership Development leadership volunteers.

- Partners effectively and productively with national leadership volunteers to leverage collective action and shared results.
- Ensures that Member Services staff are partnering and leveraging the power of volunteer teams and partnerships.
- Participates in operational meetings, trainings, and convenings with national volunteers and board members.

Management and Administration

- Leads, directs, and manages Member Services Department staff.
- Manages and supports the Chapter Support Structure through strategic planning, training, developing initiatives, resources, and services for NCL Chapters and members.
- Develops a comprehensive, strategic understanding of NCL and its organizational structure, documents, vision, goals, policies and procedures.
- Identifies and provides recommendations to the CEO and National Volunteer Team Lead on bylaw/policy changes that will enhance the membership experience.
- Responsible for leading the development of annual operational goals, strategies, and metrics to support the organizational strategic plan.
- Develops and monitors budgets related to implementing membership strategies.
- Oversees the utilization of membership data platforms, such as Salesforce and proprietary membership software.
- Responsible for data and data analytics for membership-related decision making.
- Attends NCL’s onsite and virtual convenings, information sessions, and conferences, as appropriate.
- Works closely with CEO and management team to enhance coordination of efforts at all levels.

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.