

JOB DESCRIPTION

JOB TITLE: Forever NCL Sustainer Manager **REPORTS TO:** Director of Member Services

STATUS: Full-Time **FLSA:** Salary/Exempt

JOB PURPOSE: The Forever NCL Sustainer Manager is responsible for all aspects of the operational and strategic success of the national sustainer program, working on the Member Services team and with national volunteer leaders. This position supervises one team members and works to provide an enhanced NCL experience beyond the active years of membership that continues to be relevant and add value to the individual member. This is a national program, administered by NCL, Inc.

EDUCATION AND EXPERIENCE QUALIFICATIONS:

- Bachelor's degree or equivalent work experience
- At least 3 years experience in nonprofit or service-oriented membership organizations
 - Preference for working with alumni or former members
- At least 3 years of progressive supervisory and management experience
- Proven experience working successfully with skilled and operational volunteers in both remote and physical environments

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 work independently while managing 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 with the ability to navigate change and effectively problem-solve
- Effectively build and motivate high-performing volunteer and staff teams
- Successfully leverage relationships, both internally and externally, to achieve goals and drive mission
- Computer and Internet proficiency with MS Word, Excel, PowerPoint, and Google Workspace. Preference for knowledge of Salesforce, Digital Cheetah, and Smartsheets. Have an interest in a proficiency with learning and adapting to other digital technologies.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Develops annual goals and strategies for the Forever NCL Sustainer program in collaboration with the Director of Member Services. Measures success and effectively communicates results.
- Enhances the member experience through the adoption of life stage programming to build and maintain relevancy and retention.
- Responsible for driving acquisition and conversion strategies to build membership and engage new members.
- Manages the Forever NCL Networks and serves as a contact for Network leaders.
- Partners with and supports Sustainer Support national volunteer leaders in responding efficiently and effectively to requests for sustainer, resources, and assistance. Ensures that the appropriate training is provided relative to their specific job functions.
- Partners directly with the Sustainer Support Leads to coordinate national program with a focus on programming, membership acquisition and recruitment.
- Builds membership by working closely with existing chapters and by creating and building new sustainer networks across the country.
- Responsible for ensuring coordination and appropriate data management into CRM and administrative infrastructure.
- Responsible for establishing and maintaining program infrastructure, administering agreements, and proctoring the success of sustainer networks.
- Works closely with the Director of Member Services on strategies to support and elevate the member experience through accurate reporting and data analytics, strategic initiatives, and chapter compliance support.
- Actively participates on the Member Services Team and assists with national team support when requested.
- Some 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.

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|---|----------------|-----------------|-----------------|
| Bending | Crouching | Kneeling | Standing |
| Carrying | Feeling | Lifting | ✓ Talking |
| Climbing | Hearing | Pushing/Pulling | ✓ Visual Acuity |
| Crawling | ✓ Keyboard Use | ✓ Sitting | ✓ Walking |
| Other: <i>This position is remote 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.