



Position Title: Membership Manager
Classification: Full-time, Salaried, Exempt
Reports To: Executive Director
Primary Relationships: Staff, Board, Members, Outside Vendors
Direct Reports: None

Objective: In order to accomplish the mission of the National Flute Association (NFA), the Board of Directors has determined that a vibrant membership program with specific benefits be maintained.

Under the direction of the Executive Director, the Membership Manager of the NFA will be responsible for maintaining all ongoing membership data processing for both domestic and international memberships.

Essential Functions, Duties, and Responsibilities:

Membership

- Design and implement member recruitment and retention practices
- Handle all membership inquiries and process member transactions
- Manage and maintain membership database
- Run membership reports and analyze data
- Manage member benefits
- Represent association at events

Annual Convention and Competition Support

- Provide support for the preparations for the Annual Convention; be responsible for management and training of on-site registrars and interns, manage on-site member registration and registration desk. Work in collaboration with Convention Director

Development

- Build donor relationships and lead stewardship
- Coordinate the Annual Fund
- Collaborate with Communications Manager on development plan implementation
- Maintain donor records

Other

- Work with Membership and Development Committees
- Provide office management support
- Provide publications support

Qualification Requirements

- Minimum 4 years experience serving in a nonprofit membership association or the equivalent in the areas of professional customer service.
- Familiarity with flute musicians and music preferred; knowledge of music, musicians, and academic environments in general highly preferred.
- Demonstrated knowledge of Microsoft Office/Google Office Suite and database management, CMS; experience with MemberSuite and Sitefinity strongly preferred
- Ability to work in multiple software platforms and learn and retain technical software applications quickly
- Outstanding interpersonal communications skills (written and verbal) required.
- Ability to work independently and as part of a team.
- Excellent project management skills.
- Ability to work within an organizational budget.

Work Environment:

Office hours: 9:00 am – 5:00 pm, Central Time.

The characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. May be subjected to interruptions throughout the workday. While performing the duties of this job the employee is frequently required to sit, use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to lift up to 10 pounds. The vision requirement includes close vision.

Equal Employment Opportunity Policy

The National Flute Association provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.