MEMBERSHIP MANAGER

Type of Position: Exempt, Full Time
Reports to: Membership Director

About The Center

The Center's nonprofit mission is to positively impact our community by creating opportunities for healthy aging through social engagement, physical well-being, civic involvement, creativity, and lifelong learning. In our work to extend healthy life expectancy and quality of life for everyone, The Center is committed to creating an environment that is welcoming, just, equitable, and inclusive, without biases or discrimination based on differences of any kind. Everyone deserves the opportunities that aging brings.

Summary

The Membership Manager manages and oversees the welcome desk; serves as a primary contact for Center members and guests; and plays a key role in recruitment, retention, and engagement of members to achieve strategic goals. This position reports to the Membership Director.

Qualifications

- Bachelor's degree or equivalent combination of education and work experience, preferably in customer service
- Two years' related experience
- Proficiency with MS Office 365 and working knowledge of database systems
- Experience supervising volunteers and working with diverse populations

Knowledge, Skills, and Abilities

- Discretion, empathy, and affinity for working with older adults
- Excellent written and verbal communication skills
- Stellar organizational skills a with keen attention to detail
- Exemplary customer service and interpersonal skills
- Proven ability to successfully multi-task
- Ability to take initiative to resolve issues arising from operations and requiring coordination with other staff
- Good judgment in matters of policy, procedure, communication, and confidentiality

Essential Responsibilities

- Foster positive and responsive relationships with The Center's members and guests
- Maintain strong customer service standards, including ensuring staff presence and responsiveness at Welcome Desk
- Support Membership Director in training and scheduling Welcome Desk volunteers, ensuring that they are present, informed, and able to communicate information to members and guests effectively

- Assists with recruitment of prospective members and presents at new and prospective member orientations
- In cooperation with Membership Director, coordinate activities critical to an engaged and active membership, including implementation of growth and retention plans
- Communicate with team members and volunteers to maximize effectiveness of member recruitment, engagement, and retention efforts
- Oversee financial transactions at the Welcome Desk, ensuring accurate records
- Assist with maintenance of member and guest data and communications
- Help coordinate program registration, including logistics to support phone, walk-in and web registration
- Educate members and prospective members on wellness offerings and services
- Adhere to the organization's Culture Document
- Perform other duties as assigned

Work Environment and Physical Demands

- Employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device.
- Employee is frequently required to sit and reach and must be able to move around the work environment.
- Employee must occasionally lift and/or move up to 10 pounds
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- This position requires an on-site presence.

Benefits

This position is full time with a benefits package that includes health and dental coverage, a generous 403(b) plan, vacation, sick leave, and national holidays.

To Apply

Please email your resume and a cover letter to jobs@thecentercville.org with "Membership Manager" as the subject line. In your cover letter, please speak directly to your experience and your interest in working with The Center.

Organization: The Center at Belvedere
Type: Full Time
Application Deadline: Initial review begins immediately and continues until the position is filled.
College Degree Required? No
Salary Range: $47K-$50K
Email: Kim@thecentercville.org