



Job Description

Position Title: Membership and Event Operations Manager

Reports To: Deputy Director

The Organization: The Massachusetts Nonprofit Network is the voice of the nonprofit sector in Massachusetts and understands that strong nonprofit organizations build strong communities. MNN is the only statewide organization dedicated to supporting the entire sector through policy, awareness and capacity building strategies. MNN includes over 500 member organizations, representing every part of Massachusetts—from the Berkshires to the Cape.

Job Summary: The Membership & Event Operations Manager plays an integral role in attracting, retaining and engaging nonprofit member organizations. The Membership and Events Manager will work closely with the Deputy Director to execute the organization's membership strategy and will be directly responsible for the management of all data and processes related to membership recruitment and retention. The Membership and Event Operations Manager will also oversee the operations and logistics of all member engagement events, including the annual conference, Nonprofit Awareness Day and Excellence Awards, regional meetings, and other events/programs.

Essential Job Functions:

Member Recruitment and Retention

- Responsible for management of all membership data, tracking and reporting, including but not limited to:
 - Updating and maintaining membership records
 - Managing recruitment and retention tracking and reports
 - Collecting and analyzing current, new and potential member information
 - Managing all aspects of the database
- Assist nonprofit members with day-to-day needs, including facilitating member benefit usage
- Oversee, and execute as needed, the regular print and electronic communications related to an organization's membership status, renewal, etc.
- Assist in ongoing assessment and enhancement of nonprofit member recruitment and retention plans

Member Engagement

- Oversee the logistics of MNN's conference, including but not limited to, recruitment and communications with speakers and presenters, venue details, program logistics, registration and day-of coordination
- Oversee the logistics of conference workshop selection process, including preparation and dissemination of RFP and rating process
- Oversee the logistics of MNN's Nonprofit Awareness Day and Nonprofit Excellence

Awards including, but not limited to, recruitment and communications with speakers, venue details, registration and day of coordination

- Oversee logistics of Excellence Awards, including nominations and ratings
- Oversees the logistics and coordination of regional or other member engagement meetings including, but not limited to, venue details, registration and day of coordination
- Work with staff to coordinate other events, including advance planning, logistics, and follow-up
- Manage event satisfaction and other member surveys

Other

- Share in the day-to-day operations of the organization as it relates to the duties of the position or as in the normal course of the running of the office as do the other staff members (i.e. special projects, conferences, logistics etc.)

Qualifications

- Bachelor's Degree
- 2+ years experience in a membership or constituent management position preferred
- Exceptional organizational and systems building skills and attention to detail
- Experience with database management, Salesforce preferred
- Experience with Microsoft Office Suite, required
- Strong interpersonal skills and commitment to a high level of customer service
- Event operations and logistics experience
- Willing to execute day-to-day tasks and work independently
- Good entrepreneurial work ethic and a desire to "get the job done"
- Ability to prioritize and follow through effectively

This position is salaried, commensurate with experience.

Notice of non-discrimination:

The Massachusetts Nonprofit Network (MNN) is committed to equal opportunity for all persons without regard to sex, age, race, color, religion, creed, national origin, marital status, disability, or sexual orientation, and any other class of individuals protected from discrimination under state or federal law. It is the policy of MNN to comply with all federal, state, and local laws and regulations regarding equal opportunity. In keeping with that policy, MNN is committed to maintaining a work environment that is free of unlawful discrimination and harassment. Accordingly, MNN will not tolerate unlawful discrimination against or harassment of any of our employees or others present at our facilities by anyone, including any supervisor, co-worker, vendor, client, or customer of MNN.

To Apply:

To apply, please submit a resume and brief cover letter to info@massnonprofitnet.org. For questions, please email the MNN staff at info@massnonprofitnet.org. No calls, please.