

NATIONAL INDIAN CHILD WELFARE ASSOCIATION

Job Description Member Relations Manager

Position Title: Member Relations Manager
Supervisor: Director of Child Welfare
Department: Program
Salary: \$54,631- \$66,240

FLSA Status: Exempt, salaried
Classification: Regular, Full-time
Location: Portland, Oregon

Position Summary:

The member relations manager for the National Indian Child Welfare Association (NICWA) is responsible for the development and implementation of NICWA's member engagement program and services to support a robust and active membership.

Primary Responsibilities:

- Develops and manages a diverse membership program utilizing best practices in the field (i.e., strategic planning, budgeting, sound project management, reporting, etc.)
- Partners with staff and board of directors to deliver strategic, mission-driven member services that engage, retain, and activate members
- Develops and manages the membership budget
- Partners with the development department to retain existing members and procure new members and revenue to ensure annual membership program growth
- Partners with the communications department to strategically engage members in NICWA's program and advocacy work
- Utilizes technology to carry out this work including Raiser's Edge (RE), CVENT, Constant Contact, and variety of communication platforms

Essential Functions:

- Develops and implements a comprehensive and sustainable membership plan, aligned with NICWA's 5-year strategic plan, to ensure member satisfaction, retention, and growth
- Manages, organizes, and facilitates membership communications, members-only webinars and conference calls, membership functions at NICWA events, online member content and CVENT portal, peer-to-peer learning opportunities, and other programmatic/learning opportunities for members
- Facilitates opportunities using multiple vehicles to listen to members on an ongoing basis and learn about their evolving needs
- Plans and manages activation activities to increase member engagement
- As a member of the program department, coordinates with program staff to contribute to multiple projects and to highlight programmatic work that benefits members
- Serves as a resource to the program department and advocacy work by creating and nurturing a large member network
- Maintains relationships and explores opportunities for partnership with other organizations that serve NICWA members
- Designs and creates member experience at annual conference, the largest annual gathering of members
- Fosters innovative thinking on membership services; determines and manages membership benefits to create robust offerings for members
- Partners with the communications and development departments to create membership marketing and outreach materials
- Solicits and incorporates member input, recognition, and involvement in organizational delivery of services
- Supports and participates in tribal solicitations and grant applications targeting membership activities
- Ensures accurate tracking and regular reporting of membership program for dissemination to NICWA leadership, board of directors, and constituents

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Additional Responsibilities:

- Performs other duties and assignments as directed
- Participates in NICWA activities and teams as required

Supervision:

This position works under the direct supervision of the director of child welfare. This position does not have supervisory responsibilities.

Standards of Conduct:

- Models ethics, integrity, and accountability
- Exercises sound judgement
- Adheres to accuracy and quality standards
- Contributes to NICWA's learning community
- Manages workload effectively
- Manages adversity
- Develops strategic perspectives
- Displays professional effectiveness
- Promotes NICWA's mission, vision, philosophy, and goals
- Builds organizational knowledge
- Maintains constituent focus and builds constituent knowledge
- Champions change
- Builds relationships
- Communicates effectively and powerfully
- Fosters collaboration and teamwork
- Inspires and motivates others to high performance
- Abides by NICWA policies, procedures, and organizational structure

Qualifications:

- Bachelor's degree in social sciences, communications, or related field is required
- Three to five years of work experience related to programmatic or advocacy activities or association membership services
- Knowledge of Native culture and social service systems with demonstrated working experience with tribal organizations, tribal service systems, and tribal government structures
- Demonstrated knowledge and experience developing and administering budgets
- Demonstrated experience facilitating group discussions and meetings using technology such as Zoom and Teams
- Ability to communicate through oral presentations in settings at the national and community level, as well as in tribal settings
- Excellent interpersonal, communication (including listening, writing, speaking), customer service, and time management skills essential
- Demonstrated knowledge and experience managing projects, using skills and tools (i.e., Smartsheet) to organize project work involving competing deadlines and to balance internal and external demands
- Demonstrated knowledge, experience, and ability to work cooperatively in a team environment, both in leadership and peer relations, and motivate others to do the same
- Proficiency with operating a variety of office equipment and computer hardware/software applications specifically Microsoft Office products is required
- Experience in task supervision with interns, support staff, and event volunteers preferred
- Possesses strong proofreading and grammatical skills with attention to detail
- Ability to analyze and problem-solve

Travel Requirements:

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Local travel is infrequently required. Overnight travel outside of the area is infrequently required. Ability to travel approximately 5-10% of the work year

Physical Demands:

Frequently involves sedentary work: exerting up to 30 pounds of force and a negligible amount of force to lift, carry, push, pull, or otherwise move objects, including the human body.

Physical Requirements:

Constantly requires the ability to receive detailed information through oral communications, and to make fine discrimination in sound. Constantly requires repetitive movement of the wrists, hands and/or fingers. Often requires walking or moving about to accomplish tasks. Often requires standing and sitting for sustained periods of time. Occasionally requires ascending or descending stairs or ramps using legs, feet, arms, and hands. Occasionally requires stooping, which entails the use of the lower extremities and back muscles. Infrequently requires crouching.

Typical Working Environmental Conditions:

The worker is frequently subject to inside environmental conditions which provide protection from weather conditions, but not necessarily from temperature changes, and is occasionally subject to outside environmental conditions.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as exhaustive; duties, responsibilities and activities may change with or without notice.

NICWA is proud to be an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, sex, disability, veteran, or any protected status.

To Apply:

Complete application materials include: a cover letter, resume, and NICWA's employment application (which can be found at <https://www.nicwa.org/employment/>). Please submit completed application materials to lindsay@nicwa.org by May 6, 2022.

Paper application materials may be mailed to:

NICWA

Human Resources Department

5100 S Macadam Avenue, Suite 300

Portland, OR 97239