



# Community Shares

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**Title:** Membership Services Manager

**Organization:** Community Shares of Colorado (CSC)

**Location:** 1536 Wynkoop Street, Suite 202, Denver, CO 80202

**Target Start Date:** April 1, 2008

**General Summary:** The Member Services Manager (MSM) has primary responsibility for all aspects of the organization's membership program and for campaign development related to members. The MSM is responsible for providing high quality service, building long-term partnerships with Community Shares member agencies, and increasing organizational capacity through CSC members and their community networks. The MSM reports directly to the CEO and is the staff liaison to the Membership Committee and the Board's Membership Task Force.

## **Core Responsibilities:**

- Develop relationships on behalf of the organization with the member agencies to leverage partnership opportunities, including business development opportunities via Members.
- Manage all aspects of membership communication including monthly and bi-weekly newsletters, website content, calendars, surveys and other relevant information.
- Coordinate membership recruitment, application, evaluation, and orientation process.
- Manage a portfolio of workplace campaigns, including member campaigns.
- Track trends and opportunities in the market in order to provide relevant and timely training opportunities for member agencies. Coordinate all trainings and special events for member agencies.
- Update related documents including: member interest form, orientation manual, potential member list, membership orientation packets, new member meetings, etc.
- Manage re-certification and compliance process.
- Manage member participation program and schedule campaign speaking engagements for members.
- Provide leadership for all database issues related to membership information. Maintain all contact information in various databases and lists. Streamline communication of contact changes to CSC staff.
- Plan and execute Spring and Winter Member Agency meetings. Recruit member participation and sponsorship for the Summer Celebration fundraising event.
- Recruit volunteers from member agencies, outside volunteers, and interns for projects, events and miscellaneous organizational support.
- Primary contact for Combined Federal Campaign cabinet.
- Manage Boulder and Pikes Peak chapters.
- Provide campaign orientation sessions annually to member agencies.
- Duties as assigned by CEO.

**Knowledge, Skills and Abilities:** Excellent written and verbal communication skills are essential, and a proven track record in membership services, volunteer management, development or related field is necessary. The following skills are also critical:

- Strong interpersonal skills with superb ability to build relationships on behalf of organization
- Ability to understand broad purpose and goals of organization and membership program, while sustaining critical attention to detail.
- Handles multiple activities at once to accomplish goals and meet deadlines
- Manages time efficiently to achieve results
- Self-directed and works effectively with minimal supervision required

- Ensures that CSC member agencies are at the core of the organization, and building key relationships is an essential component of our everyday work

**Education & Experience:**

- BA/BS degree required
- 2-4 years of membership services, volunteer management or resource development experience
- Experience with all facets of nonprofit management

**Physical Requirements to Perform Job:** Ability to manage the computer system, manage the phones, and travel to and from meetings and appointments in locations and at times when public transportation is unavailable.

**Work Environment:** Private office with computer and phone are available to the Membership Services Manager. The work entails a mix of office duties (at the desk perhaps for long periods of time), meetings with staff, presentations, phone calls and meetings with members/volunteers/workplace giving representatives.

**Please email a cover letter, resume, list of references and salary requirements to [cshares@cshares.org](mailto:cshares@cshares.org). This position will remain open until filled.  
Community Shares is an Equal Opportunity Employer.**