



Manager of Membership Services

Reports To Director of Membership

FLSA Exempt - Full Time

City/State Nashville, TN

Description **GENERAL DESCRIPTION OF POSITION**

The Manager of Membership Services will be able to create marketing strategies, build relationships with chapter leadership, execute and improve on existing membership growth strategy, and recruit and retain chapter members. He or she will manage staff roles and responsibilities along with their professional growth and development.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Achieve recruitment and retention membership goals
- Collaborate with Chapter and Meeting Services to effectively promote membership growth through conferences
- Increase members in chapter markets across the country
- Managing budget and execute high ROI recruitment and retention strategies
- Improve Organizational Membership recruitment and retention strategies
- Collaborate with chapter managers to launch new chapters
- Maintain awareness of industry trends, standards, advancements and influence change/improvements
- Analyze and present data as it pertains to membership growth and retention
- While performing the duties of this job, employees are regularly required to sit, walk and stand, talk or hear, both in person and by telephone, use hands repetitively to handle or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds.

Requirements **EDUCATION, SKILLS, AND EXPERIENCE**

- Bachelor's degree from an accredited university
- Excellent verbal and written communication skills
- Demonstrated project management, creative problem solving and multitasking skills
- Effective organizational, detail orientation and follow up skills

PREFERRED QUALIFICATIONS

- Proficient: MS Office
- Intermediate: Contact Management and Database
- Basic: Presentation/PowerPoint, Graphic design applications (InDesign, Photoshop) a plus.



COMMUNICATION AND CRITICAL THINKING SKILLS

Ability to read, analyze, and understand general business/company related articles and professional journals; Ability to speak effectively before groups of customers or employees. Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats. A high level of organizational skills and creative problem solving is essential.

EXPECTED TRAVEL

10%

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EQUAL EMPLOYMENT OPPORTUNITY

CGi is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.