

# NATIONAL INDIAN CHILD WELFARE ASSOCIATION

## Job Description Member Relations Manager

**Position Title:** Member Relations Manager  
**Supervisor:** Development Director  
**Department:** Development

**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 acquisition, retention, and engagement program and services, to create 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
- Procures new members and revenue to ensure annual membership program growth (i.e., moves management principles, grant prospecting, corporate underwriting, etc.)
- Utilizes technology to carry out this work including, Customer Relationship Management (CRM) systems, Raiser's Edge (RE) and Cvent, and a 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 while meeting fundraising goals as defined in development work plan
- Manages, organizes, and facilitates membership e-newsletter and communications, members-only webinars and conference calls, membership functions at NICWA events, online member content and Cvent portal, peer-to-peer learning opportunities, annual member scholarship, and programmatic/learning opportunities for members
- Manages membership renewal and retention activities for individuals, tribes, and organizations, ensuring accurate and timely issuance of renewing member materials via CRM, RE and Cvent, and physical mailings
- Designs and conducts solicitation campaigns and membership drives to expand membership with tribes, organizations, and individuals, including coordinating with board members and NICWA staff on their recruitment outreach
- Oversees and manages solicitation mailings, including list development and when necessary working with external print and mailing companies
- Plans and manages activation activities to increase member engagement, including member spotlights, recruit-a-member rewards program, peer-to-peer communication, etc.
- Designs and creates member experience at our annual conference via membership reception and booth, working with annual conference team members and NICWA leadership to execute
- Fosters innovative thinking on membership services; determines and manages membership benefits, coordinating cross-departmentally to create robust offerings for members
- Updates and creates membership marketing and outreach materials to best position membership program with internal and external stakeholders
- 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
- Coordinates with development associate and project coordinator to ensure best practices in membership data management, including timely data entry/processing, high data quality, contributing to standardized data conventions within Raiser's Edge
- Ensures accurate tracking and regular reporting of membership program for dissemination to NICWA leadership, board of directors, and constituents

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- Provides trainings on membership for staff and board of directors as requested

### **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 development director.

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 business, communications, social sciences, or related field is required
- Three to five years of work experience related to development 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 track record of achievement and knowledge of individual giving or member acquisition and retention, and capability of managing a comprehensive membership program
- Demonstrated knowledge and experience developing and administering budgets
- Demonstrated knowledge managing CRM software systems, preferably Raiser's Edge or Cvent
- Demonstrated experience facilitating group discussions, meetings, and trainings using technology such as Zoom, ReadyTalk, and Constant Contact
- Ability to communicate through oral presentations in settings at the national, regional, 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 actively cooperate in a team environment, both in leadership and peer relations, and motivate others to do the same including working with committees and NICWA board of directors

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- Experience supporting fundraising activities, especially in regard to grant proposal development or sponsor program underwriting
- 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:**

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

#### **Working Environment:**

This role operates in an office environment, and routine uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

#### **Physical Demands:**

Frequently involves sitting or standing for long periods of time. May require the ability to lift laptops, files, open filing cabinets, walking, bending, stooping or reaching. The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this position with or without reasonable accommodation.

#### **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 on the Employment Opportunities page of our website: <https://www.nicwa.org/employment/>)

Please submit completed application materials to:

Email: [nstewart@nicwa.org](mailto:nstewart@nicwa.org)

Mail: NICWA, ATTN: Human Resources, 5100 SW Macadam Avenue, Suite 300, Portland, OR 97239