

Manager, Engagement

POSITION SUMMARY

The Manager, Engagement helps Council members connect to and learn from each other. They will coordinate successful member events, including our annual Member Week and the corresponding Annual Member meeting, peer roundtables, and other networking activities. They will also staff member advisory groups and support member newsletters. This position plays an important role in sharing insights and trends related to member engagement across the organization and regularly engages with a portfolio of Council members.

Successful member engagement activities will increase member satisfaction, strengthen membership value, and grow member renewal and recruitment, in support of the Council's goal of building our community to 1,000+ members by 2024. Since more than 40% of the Council's member organizations are Community Foundations, the Manager, Engagement ideally has prior experience and/or expertise with community foundations and will be able to build their knowledge and skillset to work with all types of Council members.

PRIMARY JOB DUTIES AND RESPONSIBILITIES

- Coordinate and project manage member networking events, including peer roundtables and Member Week each December and our annual Member Meeting.
- Support member advisory groups and regularly engage with a portfolio of members to ensure they have direct access to Council staff and leverage membership benefits.
- Collaborate internally to draft and curate content for member newsletters.
- Collaborate internally to effectively track and understand member engagement data, ensuring that we offer relevant and valued opportunities for all Council members.
- Support organizational data hygiene efforts including creating, updating, and removing records in Salesforce.
- Support overall membership priorities of the Council, including improving member recruitment, retention, member experience, and member satisfaction.
- Model the Council's commitment of diversity, equity and inclusion and support efforts to embed this commitment in member engagement systems and programs.
- Contribute to overarching organization goals by participating in cross-functional working groups.

QUALIFICATIONS

- Bachelor's degree
- 4+ years' experience in membership organizations, business development, or communications

GENERAL SKILLS AND COMPETENCIES

- Strong understanding of the philanthropic and non-profit sector, preferably with some expertise or connection to community foundations.
- Excellent written and verbal communication skills. Demonstrated experience writing email marketing, newsletter, and/or web content.
- Demonstrated experience in strategy development and program design.
- Strong attention to detail and accuracy.
- Excellent interpersonal skills, ability to listen well and positively represent the organization and its mission.

- Strong project management and analytical skills with ability to meet deadlines.
- Ability to identify and solve problems efficiently and quickly.
- Ability to manage many and/or differing tasks and maintain productivity.
- Ability to work independently and as part of a diverse team.
- Ability to work effectively and positively with a range of individuals and working styles, and with people at all organization levels including staff, board members, foundation officers, donors, and vendors.
- Experience with fundraising database software or CRM software, preferably Salesforce.
- Intermediate to advanced skills in Microsoft Office 365 applications, specifically Excel.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The work environment and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position operates in a professional office environment and routinely uses standard office equipment.
- The ability to sit, stand or walk for long periods of time (8+ hours/day).
- The ability to lift up to 20 lbs. (with or without assistance).
- The ability to push, pull, bend, kneel, reach, stoop, and crouch.
- Specific vision abilities required by this job includes near, far, peripheral and depth and ability to adjust focus (with or without the use of corrective lenses).

TRAVEL REQUIREMENTS

- Ability to travel up to 20% domestically, including overnight trips.

Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this position. Activities, duties, or responsibilities may change at any time with or without notice. The requirements listed above are representative of the knowledge, skill and/or ability required.

SALARY AND BENEFITS

- The salary hiring range for this position is **\$68,000 - \$75,000** and is commensurate with experience.
- We offer a generous benefits package, including health, dental, vision, life, and disability insurance and a 403(b) plan with a 7% employer contribution.
- We also offer 13 paid holidays, 2 floating holidays per year, 20 vacation days per year, paid time off the week between December 25th and January 1st, and 10 sick days per year.

HOW TO APPLY

Please send your resume to mia@chisholmconsultingllc.com

Please note that due to the high volume of resumes we receive, we are unable to respond to all candidates. We will be directly in touch with candidates to schedule a screening call.

The Council on Foundations does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in a professional organization, retaliation, parental status, military service, or other non-merit factors.

We embrace diversity and equal opportunity in a very serious way. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills; the more inclusive we are, the better our work will be.