



JOB POSTING

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This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Membership Manager Position Description

Reports to: Vice President of Membership

Position: Membership Manager

FLSA Status: Exempt/Full Time

Location: DC-based or Remote

The National Council of Negro Women is an “organization of organizations” (comprised of 300 campus and community-based sections and 36 national women’s organizations) that enlightens, inspires, and connects more than 2,000,000 women and men. Its mission is to lead, advocate for, and empower women of African descent, their families, and communities.

Position Summary:

The Membership Manager plays a pivotal role as the bridge between NCNW leaders, members, and team at the NCNW office headquarters. Under the direct guidance of the Vice President of Membership, this role leads the coordination and execution of membership operations, ensuring streamlined processes and excellent member experiences. The position oversees the daily functions of the membership team, including managing administrative workflows, system efficiency, timely application processing, and database accuracy. By driving key initiatives, the Membership Manager supports the achievement of departmental goals, promotes team collaboration, and enhances organizational efficiency.

Essential Responsibilities:

- Represent the organization with a polished, professional demeanor, serving as a trusted point of contact for members and external stakeholders.
- Lead comprehensive training programs for section leaders and staff, ensuring proficiency in membership systems, tools, and operational platforms.
- Oversee and optimize membership processes, including member acquisition, onboarding, renewals, and retention initiatives.
- Develop and execute targeted recruitment and engagement strategies to grow membership and strengthen member retention.
- Generate and pursue membership leads through proactive outreach, tailored mailings, and dynamic email campaigns.
- Collaborate with membership committees to develop and deliver innovative programs and value-added services tailored to member needs.

2 Membership Manager – NCNW Job Posting

- Manage event logistics and organizational presence at high-profile events, including trade shows, festivals, and national conferences (e.g., Essence Music Festival, Annual Legislative Conference of the Congressional Black Caucus).
- Ensure membership portals and platforms are current, providing updated member lists and essential reports to section leaders and national leadership teams.
- Partner with section and chapter leaders to implement strategies for effective member recruitment and long-term engagement.
- Supervise the organization and maintenance of administrative files, ensuring timely fulfillment of material requests and departmental communications.
- Oversee member communications, including crafting newsletters, updates, and engagement-focused outreach.
- Analyze membership data, track trends, and prepare detailed reports to guide strategic decision-making and inform leadership.
- Coordinate with accounting teams to facilitate invoicing, monitor Section fair share and Affiliate dues, and ensure data accuracy and compliance.

Experience and Qualifications:

- Bachelor's degree or equivalent combination of education and experience; candidates with prior NCNW membership experience strongly preferred.
- A minimum of 3 years' experience in membership management, database administration, or customer relations.
- Demonstrated expertise in project management, team leadership, and delivering results within tight deadlines.
- Strong interpersonal skills with a proven ability to engage, influence, and collaborate with diverse stakeholders.
- Proficiency in membership management platforms, data analysis tools, and reporting systems.
- Exceptional organizational skills with attention to detail and accuracy.
- Excellent verbal and written communication skills.
- Commitment to professional integrity, high performance standards, and continuous improvement.

Benefits:

- Medical
- Paid Time Off
- 401(k)
- Dental & Vision insurance
- Life insurance
- Employee assistance program
- Tuition reimbursement
- Legal Assistance
- Hybrid Work Schedule
- Short- & Long-Term Disability

Salary Range:

\$70,000 - \$80,000 per year

To apply - Please email your resume and cover letter for consideration at Jobs@ncnw.org.