



JOB POSTING

National Council of Negro Women, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

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 Operations Assistant Position Description

Position: Membership Operations Assistant

Reports to: Vice President of Membership

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:

Under the direct guidance of the Vice President of Membership, the Membership Operations Assistant is responsible for managing the accurate processing of interest group applications and maintaining organized file management using Google Sheets and Monday.com. This role involves serving as a key point of contact for group leaders, responding to phone calls and email inquiries from members, and demonstrating exceptional communication and customer service skills. The key job responsibilities include processing applications for section services, proactively providing information to prospective members, and ensuring timely and professional responses via email. In addition, this position provides essential administrative support and coordination for the YACA Committee.

Essential Responsibilities:

- Process Interest Group request for approval (Issue approved permission to organize; Ensure individual dues for each interested person is received; EIN application has been completed with the IRS; Bylaws approval by the Bylaws committee chair).
- Coordinate and mail charter certificate and welcome letter.
- Perform data entry and management of member account data, and perform updates, corrections, and changes to data in membership system.
- Answer emails and phone calls from members regarding membership inquiries, resolve payment questions, and update records, using superior written and verbal communications.

2 Membership Operations Assistant – NCNW Job Posting

Experience and Qualifications:

- Associate's degree or Some college or one year in NCNW Membership
- Experience collaborating with customers and membership databases.
- Ability to work scheduled hours.
- Exceptional interpersonal communication skills
- Proficient data entry, typing and clerical skills.
- Capability to operate office equipment.
- Strong verbal and written communication skills.

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:

\$65,000 - \$75,000 per year

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