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**Manager of Member Services**

**Position Description**

## About Philanthropy Southwest

## Philanthropy Southwest is the first association of grantmakers in the nation, with a membership that includes hundreds of grantmaking organizations and thousands of foundation trustees and staff in the Southwestern United States. Our members represent a significant portion – almost $50 billion – of philanthropic assets being used for good throughout our region and nation. We believe in a thriving Southwestern US through the power of philanthropy.

## Position Summary

The Manager of Member Services will report directly to the Vice President of Finance and Operations and will work closely with the CEO/President, and leadership team. This position will be responsible for meeting and managing annual and long-term member retention and recruitment goals, corresponding dues income, management of Salesforce/CRM system for member entry and engagement, and assessing and managing program resources, as they relate to membership services.

## Responsibilities

* Works closely with leadership team in all activities related to new member development, retention and member services.
* Manages outreach and communication to current and prospective members, works with Vice President of Membership & Partnerships on member communications, including sponsor relations, external partners, and collaborative efforts.
* Works with CEO/President on member engagement strategy development and implementation in alignment with strategic goals of the organization.
* Maintains Salesforce/CRM to manage member information and determine member benefit utilization.
* Serves as staff support for the Membership and Professional Learning Committees; works with committee chairs to ensure effective committee member engagement and implementation of committee goals. Prepares materials and performs post-meeting follow up and implementation.
* Supports annual conference planning as needed.
* Manages the coordination of continuing education credits for professional learning opportunities.
* Stays abreast of issues impacting the broader philanthropy community member organizations, and other philanthropy serving organizations.
* Deliver weekly progress reports detailing tasks accomplished.

## Qualifications

* Bachelor’s degree required
* Fluency in Salesforce/CRM in order to ensure that data is reviewed, updated, and formatted to PSW requirements
* Experience in membership association a plus, particularly with a track record in acquisition
* Excellent written and oral communication skills
* Superior meeting facilitation, interpersonal and networking skills
* Experience in program design, implementation and evaluation
* Experience with data entry, combination, and audit using spreadsheets and Salesforce database
* Demonstrated ability to work simultaneously with multiple tasks, teams and deadlines
* Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

**Required Capabilities and Traits:**

High energy, entrepreneurial and creative, very detailed oriented, team player, self-motivated, enjoys people, ability to work in a small office setting, deep commitment to serve, high level of comfort with multi-tasking, and commitment to excellence.

**Physical Expectations:**

The Manager of Member Services must be able to:

* Drive and travel around the state
* Participate in occasional, overnight travel out of state
* Lift less than 30 lbs.
* Work at a desk with repetitive hours at a computer
* Participate in occasional weekend, early morning and/or evening work

**Other Position Information**

This is a full-time, salaried position. Salary is commensurate with experience. An excellent benefits package is provided. All Philanthropy Southwest employees must be able to pass a comprehensive background check.

**WE ARE AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER!**

*Applicants should send cover letter and resume to* *jobs@philanthropysouthwest.org*