



Membership Retention Manager

Organization Mission and Vision

The Young Nonprofit Professionals Network of Washington, DC (YNPNdc) works to elevate, energize, and educate the Washington DC Metro nonprofit community by sharing resources, building skills, and fostering connections.

YNPNdc is an independent 501(c)(3) organization, affiliated with the Young Nonprofit Professionals Network (YNPN), which serves more than 50,000 members and includes chapters in more than 40 cities. Our vision is an inclusive community of forward-thinking and inspired professionals equipped to lead the nonprofit sector.

Position Overview

The Membership Retention Manager will oversee all current membership outreach, engagement and communications. This position will also manage all membership pauses and cancellations. This position will focus on data informed analysis of the current YNPNdc membership and plan strategic outreach and engagement efforts to members based on these results. This position will work closely with the Membership Program Manager and Membership Committee to provide snapshots of membership highlights, challenges, and opportunities for improvement of the program.

Primary Responsibilities

- Serve as the primary point of contact for current members, cancellations, pauses and returning members.
- Assist Membership Manager with automated emails for membership (new member, member expiration, pause/cancellation email, etc).
- Design, implement and manage cancellation survey and provide cancellation reports as part of monthly membership reports
- Creates and sends bi-weekly membership email to all members.
- Works with Membership Committee to implement two membership surveys per year to collect and analyze feedback and satisfaction
- Works closely with Membership Committee to create monthly Membership report and assist with other Membership related reports to the Board.
- Solicit personal and professional achievements of the membership community and work with the Communications Committee and other teams to draft feature opportunities for our Members.
- Attend 2 YNPNdc events per month in order to promote membership among attendees and check in with current members about their experience

Secondary Responsibilities

- Assist with managing membership database and web pages.
- Responds to membership inquiries as needed and makes updates to accounts as needed (ie canceling memberships).

Preferred Qualifications

As a young professional organization, YNPNdc is committed to providing opportunities for young and/or aspiring nonprofit professionals to develop the skills needed to advance their nonprofit careers. As such,



the qualifications below are not required to apply for the position, but applicants should have interest in gaining experience and/or further advancing their knowledge in these areas:

- Strong written and verbal communication skills
- Community engagement, marketing, communication or membership experience is a plus
- Strong customer service skills
- Interested in the nonprofit field and YNPnDC's mission and vision.
- Ability to dedicate time to the position and organization (4-8 hours/month)

Volunteers will begin in October 2024 and are expected to serve a 12-month term. Applications are due Sept. 19.

Apply at <https://forms.gle/35M6PTwpZR65KuWf6>