



Job Posting: NSCDA Membership Manager

January 27, 2020

The National Society of The Colonial Dames of America seeks an NSCDA Membership Manager to strengthen National Headquarters support for our members as we launch a new institutional Strategic Plan for this 128-year-old women's lineage organization with a focus on membership growth and engagement. The NSCDA Membership Manager—a positive, high-energy, motivated professional with impeccable customer service skills—will have a unique opportunity to impact the future of the organization during this important time. Passionate about the mission and legacy of the NSCDA, the Membership Manager will report to the Advancement Director and be comfortable managing and working alongside volunteer members and a small shop of professional colleagues to develop and implement membership growth and engagement plans. A consummate team-player, the Membership Manager will be forward-facing with members nationally, supporting Board leadership and committees, and planning/facilitating meetings, workshops, trainings and presentations.

Essential Duties & Responsibilities:

- Build and maintain strong relationships with NSCDA leadership nationally, and support 44 Corporate Societies and 15,300+ individual members nationally;
- Plan and implement NSCDA meetings, workshops, training/orientation webinars, and new travel program, coordinating content/schedule for outreach in conjunction with communications colleagues, and evaluating program offerings to continually improve impact;
- Manage NSCDA membership growth and engagement strategy development and implementation, to include targeted support plans for specific regions in coordination with Advancement Director;
- Maintain NSCDA membership database, provide membership reports and analysis in coordination with National Registrar and Membership Committee;
- Coordinate NSCDA Strategic Plan development, approval process, progress, and reporting, collecting and collating nation-wide data to support annual report creation;
- Manage online member resources and coordinate member communications, including website maintenance, online databases, e-newsletters, conference calls, etc.;
- Act as primary point of contact for National and Corporate Society leadership, and members participating in NSCDA programs/meetings; develop procedures/protocol to provide highest-level customer service for members and prospective members, and train/supervise membership and interdepartmental colleagues so support; and
- Supervise NSCDA Membership Assistant and other periodic part-time, intern, or volunteer membership staff.

Key Attributes & Qualifications:

- Three+ years of membership experience required, including significant work managing/working alongside highly engaged volunteers;
- Demonstrated experience providing administrative nonprofit Board support, planning conferences/meetings, and developing/implementing training/orientations;

- Passion and palpable enthusiasm for the mission of the NSCDA, and respect for the history and legacy of the organization; able to understand the work preferences and motivations of volunteer members;
- Impeccable customer service skills and ability to build rapport with members of all ages across the country; must be able to manage a variety of personality types with ease and professionalism;
- Self-directed, motivated, tactful, diplomatic, and congenial;
- Proactive and positive attitude, energetic, creative problem-solver, and ability to multi-task;
- Proven attention to detail and strong organizing, writing, and presentation skills;
- Strong computer skills, with database, word processing, webinar, and website maintenance experience;
- Flexibility, enthusiasm, and attitude of respect for working with diverse staff, volunteers, members, and visitors;
- Bachelor's degree;
- This position works at the historic Dumbarton House, NSCDA National Headquarters and Museum, and requires the mobility and dexterity to climb stairs and carry objects;
- Regular evening, weekend, and off-site hours required, with occasional travel for out-of-state meetings.

To Apply:

For immediate consideration, send cover letter and resume to Karen L. Daly, Executive Director, karendaly@nscda.org with "NSCDA Membership Manager" as subject line. No phone calls please.

About the NSCDA

The National Society of The Colonial Dames of America (www.nscda.org) is one of the oldest historic preservation organizations in America. Founded in 1891 as a women's lineage organization, the NSCDA now has over 15,000 members in 44 Corporate Societies and owns, operates or supports over 90 historic properties and sites throughout the United States. Our mission is to promote respect for the people, places and events that led to the formation of our country through historic preservation, patriotic service, and history education programs.