



Membership Manager

POSITION SUMMARY:

The Dumbarton House Museum and national headquarters of The National Society of The Colonial Dames of America seeks a Membership Manager to strengthen support for our members as we launch a new institutional strategic plan for this 128-year-old women's lineage organization. The NSCDA Membership Manager should be a positive, high-energy, motivated professional with impeccable customer service skills. They will have a unique opportunity to impact the future of the organization during this important time and should be passionate about the mission, legacy, and impact of the NSCDA. The Membership Manager will report to the Director of Programs and Audience Engagement and be comfortable managing one employee and working alongside a large web of volunteer members, vendors and suppliers and a small shop of professional colleagues. A consummate team-player, the Membership Manager, will be forward-facing with members nationally, supporting member services, engagement, retention, and recruitment.

ESSENTIAL DUTIES & RESPONSIBILITIES:

Supervision:

- Supervise NSCDA Membership and Meetings Coordinator and other periodic part-time staff, interns, or volunteers.

Member Services:

- Maintain NSCDA membership database and produce membership reports and analysis in coordination with National Registrar and Membership Committee to support annual report and other programmatic needs.
- Manage online member resources and coordinate member communications, including online databases, e-newsletters, conference calls and online meeting platforms as needed; work with committees to identify areas for improvement and implement accordingly.
- Act as primary point of contact for Corporate Society leadership, and members participating in NSCDA programs/meetings; respond to general inquiries.
- Help establish, maintain, and optimally utilize membership CRM to keep up to date records.
- Lead efforts to update the Index of Documented Descendants' Lineage (IDDL) with current records. Work with corporate societies to scan, upload, save, and reference NSCDA membership papers.
- Maintain member side of the NSCDA website working to maintain accuracy and accessibility of resources therein.
- Maintain member information on the institution's website.



Membership Engagement:

- In collaboration with NHQ colleagues, devise, plan, and implement yearly conference for 300+ Dames.
- Support yearly virtual conference with colleagues, Day at Dumbarton virtual membership enrichment program: a peak behind the scenes of their national headquarters, for members of the NSCDA.
- Plan and coordinate new member touchpoints among our 44 Corporate Societies

Membership Recruitment and Retention:

- Build and maintain strong relationships with NSCDA National Board leadership nationally, and support their outreach initiatives and communications with the 44 Corporate Societies and 15,000+ individual members nation-wide;
- Support corporate society membership drives and recruiters.
- Work with highly engaged volunteers to provide tools and strategies to recruit new members.
- Strategize and implement an NSCDA National Legacy Drive with the National Membership Committee to encourage membership growth and retention.
- Strategize and implement how to attract and maintain younger NSCDA members with colleagues.
- Strategize and implement how to grow institutional membership among NSCDA stakeholders and the general DC/Georgetown community with colleagues.

KEY ATTRIBUTES & QUALIFICATIONS:

- BA degree and some membership experience required.
- Experience and ease managing/working alongside highly engaged volunteers. Flexibility, enthusiasm, and attitude of respect for working with diverse staff, volunteers, members, and visitors;
- Demonstrated experience providing administrative nonprofit Board support, planning conferences/meetings, and developing/implementing training/orientations.
- Enthusiasm for the mission of the NSCDA, and respect for the history, legacy, and impact of the organization; ability 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;
- Proficiency in Microsoft Office software (outlook, word, excel), Zoom meeting and Webinars. Basic AV skills.
- Knowledge of Wordpress, and Constant Contact.



- 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;
- Some evening, weekend, and off-site hours required, with occasional travel for out-of-state meetings.

SALARY AND BENEFITS:

- \$40,000-45,000+ annually
- Paid time off
- Health, Dental, and Vision Insurance
- Retirement Plan
- Life Insurance.
- Free on-site parking
- Transit/Capital Bike Share benefits
- Staff museum gift shop discount
- Dumbarton House is an Equal Opportunity Employer.
- Proof of full vaccination is required upon hire.

TO APPLY:

- Send a cover letter and resume to: Samantha Dorsey, Director of Programs and Audience Engagement at jobs@dumbartonhouse.org subject line: "Membership Manager"
- No phone calls please.
- Qualified applicants will be contacted to schedule an interview and have references reviewed.

Location: Dumbarton House Museum, 2715 Q Street, NW Washington DC, 20007

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.