



**Nonprofit Association
of Washington**

Job Announcement: Membership Specialist

Position Summary

The Membership Specialist serves a key role in helping to convene nonprofit organizations across Washington State to learn, advocate, and collaborate, so that nonprofits can achieve their missions. The Membership Specialist is charged with building and expanding our statewide network of members and partners, including increasing membership within underserved, BIPOC, and rural communities. This position requires a self-starter with a strong background in DEI, ability to take initiative, and skill in building strong, enduring relationships.

The Membership Specialist oversees all aspects of our membership program, including recruiting, orienting, renewing, communicating with, and supporting member organizations. This position is responsible for maintaining accurate data about members and assists in crafting our member engagement strategy by tracking membership retention, growth and other key metrics. The Membership Specialist helps drive member participation in learning events including our annual conference, manages member benefit programs, and contributes to organizational communications.

Key Responsibilities

1. Manage Membership Program

- Oversee member data entry, issue weekly/monthly reports, maintain all physical and digital departmental files, and fulfill new memberships.
- Ensure that data about members is accurate and up-to-date, using Salesforce CRM. Maintain relevant member information in database, including organizational updates, prospect research, and meeting notes.
- Assist members, donors, and the public with membership and general information about NAWA. Serve as the central point of contact for members and respond to general inquiries. Maintain a high level of professionalism and be a model of customer service.
- Handle complex customer service issues that arise. Know when and to whom to escalate issues for resolution. Be able to make time-sensitive decisions when leadership is not present.
- Communicate membership value and benefits to current and prospective members via our website, email communications, and networking events. Maintain a working knowledge of NAWA's member pricing, benefits, upcoming events, community partnerships, etc.
- Develop and implement member recruitment/renewal campaigns, engaging NAWA staff and board.
- Develop bi-annual membership surveys in collaboration with other departments.

- Work with Development Director to identify and solicit business and foundation sponsorships and memberships.
- Process membership applications and manage membership appeals and invoicing.
- Orient new members.
- Coordinate current member service programs, including member discounts and relationships with vendors and benefit providers.
- Develop and maintain /electronic files and systems associated with membership.

2. Support member retention and new member recruitment

- Monitor and report on key metrics related to membership growth and generate reports to inform member engagement strategy.
- Lead membership growth strategy in partnership with the Development Director, including networking with peers at other state associations to identify best practices and engaging in program planning with NAWA leadership.
- Develop strong relationships between NAWA and its members and donors through personal outreach and by responding quickly and efficiently to inquiries and special requests.
- Compose effective, personalized member recruitment and renewal communications. Collaborate with staff and volunteers to ensure appropriate follow-up communication and track progress closely.
- Engage members in learning events and the annual Washington State Nonprofit Conference.
- Support conference production, particularly with member benefits and special features, and provide other logistical support as assigned.
- Support NAWA events including the Washington State Nonprofit Conference, learning events and community engagement events as needed.

3. Develop connections and establish communication channels

- Collaborate with the Marketing Specialist to curate compelling content for our social media channels that highlights partners and members.
- Manage NAWA's membership email inboxes.
- Contribute to organizational communications in coordination with other staff, including emails, social media, and our e-newsletter.
- Produce regular members-only newsletters.

4. Contribute to a strong organization

- Contribute to NAWA's visibility by representing the organization at events, coalitions, and meetings, as needed.
- Bring ideas from events, meetings, etc. back to the organization to contribute to our ongoing effort to understand and support nonprofits in Washington.
- Work on special projects and participate in key events such as the annual conference.
- Promote membership in NAWA.
- Support NAWA's advocacy work.

Desired Qualifications

If you possess some of the qualifications below and have a strong interest in learning about the other areas of the job, we encourage you to apply.

- Membership development experience.
- Bilingual candidates are encouraged to apply.
 - Candidates with Spanish language skills may have the opportunity for additional salary, contingent on an adjusted set of job duties that incorporate those skills.
- Experience working effectively in and with BIPOC and other underserved communities.
- Background in developing contracts or partnership agreements and managing the work of contractors/partners.
- Strong ability to establish and maintain effective working relationships with the public, community partners, staff, volunteers, and other agencies.
- Able to work independently and as a part of a team.
- Results-oriented with a desire to attain new goals each year.
- Skilled in developing work plans with tasks and tactics that achieve strategic goals and outcomes.

General Skills and Requirements for all NAWA Staff

- Commitment to our mission.
- Excellent customer service skills.
- Effective and flexible communication skills.
- Demonstrated commitment to racial equity.
- Proficiency in Office Suite (Word, Excel, PowerPoint, Outlook) and experience with CRM databases, email engagement platforms, event management systems, and project management software. We currently use Salesforce, MailChimp, WordPress, Promoter, and Asana – equivalent transferrable skills from other systems are welcome.
- Ability to handle multiple tasks, projects, and priorities effectively and professionally.
- Ability to occasionally travel within Washington State.
- Room setup involving moving table and chairs and some moderate lifting (up to 25 pounds) on an occasional basis (accommodations may be possible).

Additional Information

Location: This is primarily a remote position
Some travel required, primarily within Washington State

FLSA Classification: Full-time, Non-exempt

Starting salary range: \$60,000-\$65,000

Supervisor: Development Director

Starting Benefits: Three weeks annual vacation leave, 12 days of sick time, and 12 paid holidays per year, plus a paid office closure from Dec 26 to Dec 31. \$745/month toward a cafeteria plan of health coverage including medical, dental, and vision insurance as well as various long & short-term disability and other options. \$50/month each (\$100 total) reimbursement for use of personal cell phone and internet for work purposes.

How to Apply

Submit your cover letter and resume as pdfs online to <https://bit.ly/3Y2TsVb>. The preferred deadline for resumes is May 15th, 2025. The position will remain open until filled.

Please name your documents *First Name_Last Name cover letter* and *First Name_Last Name resume*.

NAWA is an equal opportunity employer. We strive to create an inclusive and equitable workplace and encourage applications from people of all backgrounds.

About NAWA

NAWA convenes a powerful network of nonprofit organizations across Washington State to learn, advocate, and collaborate so that nonprofits can achieve their missions. Stronger nonprofits contribute to healthy, collaborative, economically vital, and civically engaged communities.

NAWA has a staff of 10 and an annual budget of \$1.5M. We have a robust learning program offering up to 100 learning events annually, ranging from short webinars to the multi-day Washington State Nonprofit Conference. Our policy advocacy program organizes nonprofits to raise their voices for policy changes that benefit the nonprofit sector and the people we serve. We connect nonprofit leaders for networking, learning, and collaboration.

NAWA has a strong commitment to equity and inclusion, and respect for regional differences. We believe that diversity of experience, perspectives, and background on our staff team will lead to a better environment for our employees and stronger nonprofits across Washington. Our organizational culture is fast-paced, entrepreneurial, and results-oriented. We value and support learning and professional growth and offer flexible hours and remote work options. Learn more at www.nonprofitwa.org