



Membership and Constituent Services Associate

Position: Membership and Constituent Services Associate

Organization: The Mississippi Alliance of Nonprofits and Philanthropy is a membership organization whose mission is to serve, build capacity and foster collaboration among and between Mississippi's nonprofit and philanthropic communities.

Reports To: Chief Program Officer

Classification: Full-Time (Exempt), Non-Supervisory Position

MAJOR FUNCTION:

The Membership and Constituent Services Associate is responsible for assisting in the development and implementation of strategies to retain and build membership for The Alliance. The associate will work to develop and maintain strong relationships throughout the state with Alliance members, not-yet-members, and stakeholders, through a rigorous process of engagement, identification of needs, network building and customer service. The associate works closely with leadership and the program team to support all aspects of membership development and engagement efforts within the organization.

Essential Responsibilities:

- Develop and maintain a strong working knowledge of capacity building services and other benefits of membership in the Alliance.
- Effectively communicate the value of these benefits and services to existing members to assure their continued membership and to prospective members to encourage them to join. Recognize opportunities that can be addressed through membership, programs, and services.
- Work with Alliance leadership to identify additional membership benefits, based on national and regional best practices.
- Work with Alliance leadership to create an annual Membership Development Plan and implement the annual membership campaign to recruit new members, retain existing members and renew lapsed members.
- Evaluate the effectiveness of strategies, such as fee/membership categories, services, and benefits, and recommend changes as appropriate to attain goals.
- Responsible for statewide outreach to identify prospective members through events, research, networking, exhibiting and public speaking to increase membership in key market areas.

- Work collaboratively with the program team to market and promote key Alliance trainings and initiatives, including the Walton Family Foundation initiative and Innovations Lab, to ensure that performance measures and project outcomes are met.
- Work with leadership and communications team to implement statewide marketing efforts to raise the awareness of the Alliance and its value to nonprofits and philanthropic organizations.
- Develop and distribute monthly renewal letters, emails, and other membership related communications.
- Process membership applications and renewals and update and maintain membership records, including tracking membership statistics and preparing reports.
- Develop and maintain strong working knowledge of the database to ensure updated and accurate records to provide member-based reports for staff and leadership as requested.
- Serve as the primary contact for fielding membership related questions and issues and respond to telephone and electronic inquiries concerning membership benefits and services.
- Assist communications team in managing posts to social media outlets, contribute content to newsletters and push electronic alerts to members, not-yet-members, and stakeholders to keep them informed of Alliance activities and strategic initiatives.
- Work with Alliance staff to ensure a high level of internal and external customer satisfaction and measurable Return on Investment.
- Participate, as required, in Alliance meetings, including staff meetings, board meetings and quarterly membership meetings.

Qualifications:

- **Education/Experience**
 - Minimum of a Bachelor's Degree in Marketing, Sales, Communications, Education, Human Resources, or related field.
 - 3-5 years of experience, ideally in a nonprofit membership or mission-driven context preferred.
- **Essential Skills and Experience**
 - Commitment to working in and having a diverse, equitable and inclusive organization.
 - Working knowledge of nonprofit and/or philanthropic organizations.
 - Excellent customer service and relationship building skills.
 - Strong project and time management skills and detail oriented.
 - Proficient in Microsoft Office and ability to learn new software.
 - Experience or familiarity with CMS platforms and basic HTML (WordPress, etc.) or demonstrated ability to become proficient.
 - Excellent verbal and written communication skills.
 - Strong organizational, problem solving and analytical skills.
 - Self-Motivated and able to prioritize and manage multiple projects at once.
 - Willingness to travel extensively throughout the state of Mississippi

How To Apply

Interested candidates should apply at www.indeed.com Keyword(s):Mississippi Alliance for Nonprofits and Philanthropy, member and constituent services.

About The Alliance

The Mississippi Alliance of Nonprofits and Philanthropy is a membership organization serving more than 500 nonprofits and grantmakers across the state. Our mission is to serve, build capacity and foster collaboration among and between Mississippi's nonprofit and philanthropic communities. We value commitments to excellence, trust and accountability and promote a work environment that values respect, fairness, and integrity. The Alliance follows equal employment guidelines and employs personnel without regard to race, creed, color, class, gender, religion, national origin, sexual orientation, age, disability (as prescribed by the Americans with Disabilities Act), veteran status or marital status.