

Membership Manager

Job Description



Job Summary:

Sister Cities International (SCI) is seeking a Membership Manager who will be responsible for advancing SCI's main goal of citizen diplomacy through membership recruitment, renewals, and supporting member programs and member services. This is an entry-level position with opportunities for growth, exposure to diverse cultures, and the opportunity to interact with a vast, global network. The ideal candidate will be meticulous, diplomatic, astute, able to manage multiple projects, and skilled in conversing with all levels of stakeholders in a variety of settings.

Job Responsibilities:

- Managing SCI's Membership Portal
- Performing member orientations
- Corresponding with renewing, potential, and current members
- Managing SCI's database of over 400 member communities using Salesforce, SharePoint, and Paid Memberships Pro platforms
- Researching potential members
- Responding to member inquiries/requests
- Collaborating with members who are seeking new sister cities
- Supporting SCI's membership board committee
- Planning and facilitating SCI's member-focused virtual programming
- Collaborate with the marketing manager to produce new membership and recruitment materials
- Manage SCI's main phone line
- Other duties as assigned

Qualifications:

Required

- Excellent writing/correspondence skills
- Excellent communication skills
- Ability to manage relationships with people from diverse backgrounds/sectors, including municipal officials, volunteers, members of the diplomatic corps, and private businesses/nonprofits from both the U.S. and abroad
- Experience in data entry/database management
- Experience in high level customer service
- Passion for peacebuilding, international cooperation, and support of volunteer groups
- Strong organizational and time management skills
- Ability to deal with uncertainty and a sense of humor

Preferred

- Bachelor's degree in International Affairs or related field
- Experience in international exchanges and travel
- Exposure to managing virtual webinars and programs
- Foreign language proficiency
- Understanding of nonprofit associations
- Database management experience

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- Passionate about Foreign Affairs and Citizen Diplomacy

Job Details:

Job Type: Full-time, Permanent

Reports to: President & CEO

Pay: \$45,000.00 - \$50,000.00 per year

Benefits: dental insurance, vision insurance, health insurance, life insurance, paid time off, and more

Schedule: 40-hour work week, Monday through Friday

Location: Sister Cities International Headquarters in Washington, DC

How to apply

Interested candidates should send a cover letter and resume to jobs@sistercities.org with "Membership Manager" in the subject line.

Sister Cities International is a 501(c)(3) nonprofit, nonpartisan association that has been working since 1956 to advance peace and prosperity through cultural, educational, humanitarian, and economic development exchanges. Sister Cities International represents over 400 communities with partnerships in over 1,800 cities and 140 countries around the globe and serves as a hub for institutional knowledge and best practices in citizen diplomacy.
EOE/M/F/T/D/V/SO