



JOB DESCRIPTION

POSITION: Operations & Membership Manager

FUNCTIONAL AREA: Administration, Programming, Development, and Finance

SUPERVISOR: President & Chief Executive Officer

STATUS: Full-Time [with in-office requirement]

CLASSIFICATION: Non-Exempt

ESTABLISHED: June 16th, 2022

CIVIC Leadership Institute is seeking a dynamic, motivated, and engaged individual for the position of Operations & Membership Manager. This important team member will be responsible for the coordination, planning, and logistics of the CIVIC Leadership Institute Executive Program, all CIVIC alumni programs, events, and board of director meetings. This position will also provide event planning and execution assistance as needed for the CIVIC Scholars program.

Working closely with the President & CEO, the position will also be tasked with developing programs to support the organization's strategic direction, as well as creating and managing long term goals for alumni membership engagement. He/she will also oversee the annual budget development process and create programmatic operating plans. The position will provide support for all development efforts, including researching grant opportunities, grant writing, individual giving, membership, and sponsorships.

To be successful in this role, the ideal candidate will have prior experience in event planning, program management, and growing/retaining membership.

Key responsibilities include:

- Organize all logistical aspects of CIVIC program days, including (but not limited to) venue selection/coordination, audio visual details, F&B specifics, event communications (invitations and RSVP tracking), preparation and transporting of materials, preparation of event collateral, and staffing.
- Oversee the budget and operating plan for each program.
- Develop an evaluation method to assess program strengths and identify areas for improvement.



- Work closely with the President & CEO to help develop innovative programs to support the strategic direction of the organization.
- Assist the President & CEO with executive direct mail and email solicitations, including content development.
- Assist the CIVIC Scholars Program with marketing and communications strategy.
- Manage the fundamental components of CIVIC's alumni membership program; work closely with CIVIC's President & CEO to strategically engage/encourage participation of more than 1,000 alumni.
- Track annual giving along with engagement results; adjust strategies, produce progress reports to maximize efforts and create a foundation for stronger future philanthropic and engagement.
- Prepare member/donor/sponsor acknowledgements.
- Prepares and proofreads a variety of correspondence
- Maintain/update the CIVIC alumni and CIVIC stakeholder database.
- Demonstrate aptitude for the technology of today's office environment; demonstrate proven ability to maintain a working knowledge of deployed office-specific equipment and software once adequately trained. Competency in Microsoft applications including Word, Excel, and Outlook.

Qualifications:

- Proven experience executing professional events and programs.
- Bachelor's degree or equivalent work experience required in managing annual giving/membership appeals, direct mail campaigns, or related fundraising efforts.
- Excellent verbal and strong written communications skills. The candidate must be a dynamic and energetic individual who can communicate with internal and external stakeholders.
- Adept at working well in a small-team environment.
- Demonstrated "self-starter" who is comfortable working with minimal supervision.
- Some evening and weekend work required.
- Possess flexibility to accommodate changing priorities and deadlines.
- Access to reliable personal transportation.
- Ability to occasionally lift and carry up to thirty pounds.



Other responsibilities include:

- Provide direct support to the President & CEO, maintaining strict confidentiality at both internal and external levels.
- Assist with maintaining the central staff calendar, scheduling appointments with accuracy and timely follow-up.
- Assist with all board and committee meetings, including scheduling, logistical planning, preparation and distribution of materials, and transcription of notes.
- Maintain/update contact information on board members and board committee members.
- Cordially greet and direct visitors to the CIVIC Leadership Institute offices, providing them with appropriate hospitality and announcing their arrival to the involved staff members.
- Professionally answer and correctly direct phone calls, applying good judgement in when to transfer phone calls or take messages.
- Assist with processing and distributing all incoming mail on a daily basis.
- Assist with processing all outgoing mail by COB daily.
- Provide clerical and logistics support to CIVIC's functional areas as needed, to include processing bank deposits within not longer than forty-eight hours of receipt.

CIVIC Leadership Institute offers eligible employees the following benefits:

- 18 paid holidays
- Generous Paid Time Off plan
- Paid parking at Old Dominion University

To apply for this position, please submit a resume with cover letter using the online system: <https://www.civichr.org/about/career-opportunities/>

Review of applications will begin on July 1, 2022 and will continue until the position is filled.

About CIVIC Leadership Institute:

CIVIC was founded in 1996 when several key individuals recognized the need to broaden and diversify the region's community leadership. Today, CIVIC has grown into an exceptional network of over 1,000 highly accomplished, connected, civic-minded leaders willing to step up to the exciting work of making Hampton Roads the best it can be. Many of our alumni are serving in capacities both at the city and county levels, as well as the statewide level. Our organization



serves as a resource to many of the region's top initiatives providing a diverse database of leaders who are ready to engage and make an impact in our community.

Annually, CIVIC Leadership Institute welcomes a diverse group of approximately 50 executive leaders from the Hampton Roads region to participate in our executive leadership program. The program is designed to provide an in-depth look at the unique and intricate make up of Hampton Roads. Each session allows the executives to deliberate on key regional issues and engage in a healthy dialogue with the very best of speakers in their respective fields.

Equal Opportunity Employer

CIVIC Leadership Institute provides equal employment opportunity for all applicants and employees. CIVIC does not discriminate on the basis of race, religion, gender or gender identity, sexual orientation, national origin, age, disability, veteran status, marital status, genetic information, or any other classification protected by applicable federal, state, or local law.