

## MANAGER, MEMBER RELATIONS

### Position Description

### Washington, D.C.

#### SUMMARY

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*The National Center for Family Philanthropy (NCFP) is an Equal Opportunity Employer. It is the policy of NCFP to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by law. NCFP prohibits any such discrimination or harassment.*

NCFP envisions a world where all communities and systems are vibrant, equitable, and regenerative. To support this, NCFP works to ensure that philanthropic families gain greater clarity of purpose and achieve more meaning and impact in their giving while the field of family philanthropy pursues an ambitious vision toward intentional giving.

Reporting to the Director, Development & Community, the Manager, Member Relations will be responsible for member recruitment, engagement, and retention efforts in support of NCFP's new strategic direction. The ideal candidate is an organized project manager and compelling writer with strong data gathering and analysis skills.

She/he/they will help create a culture of trust and accountability, transparent communication, and continuous improvement; will be a flexible team player able to work in a cross-functional team environment; and will be committed to motivating and supporting internal and external stakeholders to create a culture and practice that centers the many intersectional aspects of equity and racial equity.

The salary for this position is between \$75,000 - \$85,000 depending on experience plus benefits, which include paid vacation; 11 holidays; new parent leave; 100% employee premium paid for medical/dental/vision insurance; 5% retirement contribution; short and long-term disability and life insurance; transportation benefit; and professional development. This is a Fair Labor Standards Act (FLSA) status exempt position with a flexible remote option.

#### ORGANIZATIONAL OVERVIEW AND CONTEXT

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When NCFP was founded, philanthropy as a professional field was nascent and NCFP developed programs to successfully meet the needs of the family philanthropists it served at that time. Organizations serving philanthropists were not common, and NCFP was instrumental in organizing and building a base of knowledge to support the development of a now recognized field of family philanthropy.

Today, the field of philanthropy is crowded with consultants, financial advisors, membership organizations, and academic centers. The pace of change in external context has rapidly accelerated as the field reckons with national disruption, the effects of climate change, health crises and long-standing structural inequities. The field of family philanthropy is calling for support to respond to an increasingly intersectional world, requiring social-impact investments that are more strategic, justice-minded, and effective. Motivations for engaging in philanthropy, the structures that support giving, and the very definitions of philanthropy and family, are changing and being challenged.

NCFP is responding with support that is agile, evolving, and increasingly co-created by stakeholders and partners in the field. To achieve this, NCFP has adopted a new strategic plan, with a theory of impact linked to a clear business

model, that calls for both an expansion in the number of families served as well as a deepening of their engagement toward more effective practices.

NCFP, guided by its refreshed theory of impact, works to:

- Elevate a vision for family philanthropy, including the potential and practices of impactful and intentional giving.
- Equip families and their partners to achieve purposeful outcomes with curated and relevant tools, resources, and skills.
- Activate and connect a diverse and engaged peer community of philanthropic families and partners.

## CORE FUNCTIONS AND RESPONSIBILITIES

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### Member Engagement / Donor Relations (50%)

- Plan and implement cultivation opportunities for existing members and prospects (i.e. – new member orientations, welcome and discovery calls, post-event follow up)
- Manage development and implementation of donor-specific communication plan including acknowledgment letters, renewal notices and reminders, blogs, and annual and mid-year reports
- Manage facilitation of development committee and Friends of Family committee to support NCFP's fundraising and network engagement initiatives

### Project Management / Recruitment and Retention (40%)

- Working closely with Director, Development & Community, manage implementation of NCFP's quarterly member touchpoint strategy; serve as a key liaison between members and program staff
- Conduct research on potential members, make recommendations on recruitment strategies based on prospect profile
- Prepare weekly and monthly reports to track progress towards recruitment and retention goals

### Administrative Support (10%)

- Track and record member calls and emails; ensure member data is accurate and up-to-date
- Support maintenance of network database including data entry, data cleaning, analysis and reporting
- Provide data and information to support creation of monthly development report
- Prepare donor profile documents in advance of funder meetings to support senior management team

## QUALIFICATIONS OF THE IDEAL CANDIDATE

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While one person may not embody all the qualities below, the ideal candidate will possess many of the following professional and personal abilities, attributes, and experiences:

### *Foundational Requirements*

- Dedication to supporting families gain greater clarity of purpose and achieve more meaning and impact in their giving.
- Committed to a workplace that values different backgrounds and life experiences. Desire to learn about and incorporate equity and racial equity lenses into programs, structures, and processes for NCFP employees and the constituencies NCFP serves.
- Demonstrated ability to multitask, discern, prioritize, allocate resources, and meet deadlines.
- An optimistic outlook and the integrity, kindness, and patience necessary to work in a transformative, dynamic environment.

- Comfort with organizational change and the ability to make decisions with imperfect information.
- Can leverage data-based observation and interpretation to engage stakeholders in shaping and implementing solutions, and for learning and continuous improvement.
- Ability to take initiative and contribute ideas for enhancing performance.

*Desired Technical Competencies, Experience, Certifications, & Education*

- 5+ years of fundraising and donor relations experience in the nonprofit/philanthropy sector
- Excellent writing, editing, analytical, and oral communication skills
- Experience with database management; Salesforce preferred
- Knowledge of fundraising best practices; ability to translate data/metrics into strategy and tactics
- Ability to manage multiple priorities with flexibility and effective project management
- Commitment to motivating and supporting internal and external stakeholders to work together to create a culture that centers the intersectional aspects of equity and racial equity
- Strong organizational skills and attention to detail.
- Ability to work both independently and collaboratively; willingness to be helpful; experience managing up, down, and across.

For more about the **National Center for Family Philanthropy**, please visit: <https://www.ncfp.org>

To apply, send a cover letter and resume to [emerald.adeyemi@ncfp.org](mailto:emerald.adeyemi@ncfp.org), subject line: Manager, Member Relations Search. Submissions without a cover letter will not be considered.

NCFP will review applications on a rolling basis. **Thank you for your interest!**