



## Membership and Operations Manager, Mortar Board National College Senior Honor Society

Mortar Board, Inc., a National College Senior Honor Society founded in 1918, is searching for a **Membership and Operations Manager**. We seek an innovative, adaptive, organized, member-focused manager to help achieve the goals of our Society through the early years of our second century.

### Position Summary

The Membership and Operations Manager will proactively support the changing needs of both the Mortar Board National Office and the society, made up of over 100 active chapters, more than 3,000 new initiates annually, and 300,000 alumni members.

Specifically, the Membership and Operations Manager will oversee member services and membership processes (including the Association Management System), data entry and analytics, technology, communications strategy, project management processes, office/society operations, and customer service.

There is opportunity for this position to be hybrid.

### About Mortar Board:

Mortar Board National Senior Honor Society, founded in 1918, is a national honor society recognizing college seniors for their exemplary scholarship, leadership and service.

Mortar Board has a rich history as an organization – we are a national honor society that recognizes rising college seniors for their achievements in scholarship, leadership and service, provides opportunities for continued leadership development, promotes service to colleges and universities and encourages lifelong contributions to the global community. Mortar Board began in 1918 as the first national organization honoring senior college women. The Society opened its membership to men in 1975 and maintains a commitment to the advancement of the status of women and promoting equal opportunities among all peoples. More than a quarter million members have been initiated at 233 chartered chapters in the United States.

Mortar Board is made up of two organizations that work together for the good of the Society, Mortar Board, Inc. and the Mortar Board National Foundation.

Mortar Board's purpose is to:

- promote equal opportunities among all peoples,
- emphasize the advancement of the status of women,
- support the ideals of the college or university,
- advance a spirit of scholarship,
- recognize and encourage leadership,
- provide service,
- contribute to the self-awareness of its members, and
- establish the opportunity for a meaningful exchange of ideas as individuals and as a group.

For more information about Mortar Board, please visit: [www.mortarboard.org](http://www.mortarboard.org)

### Work Hours and Location (Hybrid Opportunity)

The National Office has been based in Columbus, Ohio, since 1970. Given the responsibilities, this position will need to have a strong connection to the office and team in Columbus. However, the position could be hybrid and work both remotely and in the Columbus, Ohio office when necessary.

This position is a full-time 40-hour per week position. The core hours are 10am - 3pm, however the additional daily/weekly hours are flexible, at the discretion of the selected candidate and the executive director.

### Position Responsibilities

#### **Responsible for all strategic and operational components of membership (40%)**

- Assist chapters with recruitment, selection, and engagement.
- Manage the membership database and accuracy of its member records.
- Manage the logistics of the membership process (member dues, invoicing, and reconciliation) for members at the individual, chapter, and alumni level.
- Help achieve strategic plan goals by assisting in the development of membership strategies, leading chapter activity, recruitment, retention, and engagement tracking and reporting processes, and work with the team to create marketing campaigns.
- Track and report membership data, assisting with future growth strategy.
- Build relationships with member campuses, chapter advisors, alumni, volunteer leaders, and partners.

## **Technology/Project Management/Communications Strategy (30%)**

- Manage a variety of membership, communication, office management, and event-related technology platforms including:
  - Association Management Systems (AMS), communication platforms (i.e. Constant Contact), internal communication platform (i.e. Slack), event registration systems, website Content Management Systems, online fundraising/donation platforms, virtual event systems (e.g. Zoom), event mobile apps, online learning communities, office administration tools (i.e. phone systems, project management software, email/calendar/file sharing, etc.)
- Project management including the creation, management, and execution of project plans, dashboards, etc.
- Direct the society's member communications (i.e. e-newsletters, web content, social, email alerts, print mailings, and publication, *The Forum*.)
- Create and oversee a comprehensive communication plan for a variety of stakeholders including: collegiate chapters, advisors, alumni members, donors, potential donors, volunteers, national leaders, vendors and partners incorporating member communications listed above.
- Work with staff to develop marketing, communication, and advertising materials that communicate the value of membership.
- Survey creation and analysis; create event registration and evaluation forms; assist with the audit, enhancement, and creation of necessary reports/forms.
- Manage the data collection, information gathering, and creation of the annual report to members.
- Provide guidance and supervision of Social Media intern and communications specialist.

## **Day-to-Day operations (20%)**

- Create and maintain processes and procedures for staff and volunteers to be more cohesive, efficient, and effective.
- Find and create innovative solutions to enhance the physical and virtual workspace for staff and volunteers.
- Create and maintain a strategic annual operations calendar for the office.
- Answer phone calls, field questions via email, open mail, enter payments into the database, track down receipts, prepare outgoing mail/shipments, proactively support the staff team, etc.
- Supervise part-time executive assistant and student workers who assist with day-to-day operations.

## **Society-wide initiatives (5%)**

- Attend society-wide events and initiatives, support and collaborate with various committees and volunteer leaders.

## **Other duties as assigned (5%)**

## Position Requirements

### **Ideal candidates should be:**

- Adaptive
- Flexible
- Proactive and creative
- Able to prioritize and manage complex projects
- Effective communicator, with strong verbal and written skills
- A champion for excellent member service delivery
- Proficient in member engagement
- Innovative
- Technologically advanced
- Interested in data literacy
- Detail-oriented
- Organized
- Relationship-oriented and collaborative
- Able to work independently and autonomously but excel in a fast-paced, team-oriented environment.

### **Required Qualifications:**

- Bachelor's degree from an accredited four-year institution or equivalent experience.
- 4-6 years of relevant professional work experience.
- Proficiency and experience with association management software, database management, and data analytics.
- Experience with communication tools, project/office management technology platforms, and basic computer programming including the Microsoft Office Suite.
- Ability to lead effective process changes.
- Demonstrated success with project management; an ability to problem solve, multi-task, and create new ideas and solutions.
- Willingness to perform day-to-day tasks as part of a small team and simultaneously focus on big picture strategy.
- Excellent verbal and written communication skills.
- Ability to build effective working relationships at all levels.

### **Desired Qualifications:**

- Experience working at an association or nonprofit
- Experience with various AMS systems and migrating platforms
- Experience with volunteer management
- A solid knowledge base of the higher education industry.

Applications without a cover letter will not be considered.

## Search Process / To apply:

Please [submit an application](https://form.jotform.com/mortarboard/membershipoposition) with an attached cover letter and CV/résumé via: <https://form.jotform.com/mortarboard/membershipoposition>

Applications will be reviewed beginning immediately and continued until the position is filled. For best consideration, please apply by October 2.

Mortar Board is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind. Aligning with our purpose, Mortar Board is committed to promoting equal opportunity for all peoples. We adhere to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at Mortar Board are based on business needs, job requirements, and individual qualifications, without regard to race, color, religion or belief, gender, sexual orientation, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. Mortar Board will not tolerate discrimination or harassment based on any of these characteristics. Mortar Board encourages applicants of all ages.

For any applicant seeking a reasonable accommodation, please contact Dr. Kirsten Fox, [kfox@mortarboard.org](mailto:kfox@mortarboard.org).

## Benefits:

As a member of the Mortar Board National Office, you will have the opportunity to embrace a team-based approach to work. This position offers the flexibility of a hybrid work environment.

You will be eligible to participate in Mortar Board's comprehensive benefits plans, which includes medical, dental, vision, short- and long-term disability, and life insurance coverage, effective on your first day of work.

You will also be eligible for 20 days of paid time off (PTO) annually, 10 paid holidays, and up to \$500 for professional development.