



Position Announcement for
Member Experience Manager

Summary

OPB is looking for a professional experienced in membership, direct marketing, customer service or fundraising to be our Member Experience Manager. This salaried, exempt position is a full time, regular status position with benefits.

Position Details

Primary Duties/Responsibilities:

This position manages the OPB member experience from prospecting and acquisition through customer service, cultivation, and upgrading. The Member Experience Manager takes a strategic view of how each aspect of OPB membership impacts the larger program and works with the membership team to implement new tools and systems that will help the department reach its fundraising goals. An expert user of the membership database the Member Experience Manager is responsible for managing and producing queries and reports necessary to conduct and evaluate membership activities.

Working Conditions:

Most activity takes place in an office environment during regular work hours. Some work takes place in the evenings and at various event venues around the region.

Required Qualifications:

- Five years progressively responsible experience in membership, direct marketing, fundraising, customer service (or other related field) which includes managing databases, creating and implementing strategy, or working directly with donors or customers.
- Demonstrated experience using database, spreadsheet, word processing, data manipulation and other software programs to create efficiencies, manage projects, and drive strategic decision-making.
- Skill in change management, including creating efficiencies and implementing new and emerging technologies
- Ability to manage multiple projects and deadlines independently with appropriate direction and judgment and respond to continually shifting priorities in a positive, helpful manner.
- Experience working collaboratively with a team to meet goals and shape strategy.
- Supervisory experience.
- Excellent communication (verbal and written) and organizational skills and a desire to learn new skills and assume new duties.
- Enthusiasm for the mission of OPB.

Preferred Qualifications:

- College Degree
- Management, training or leadership experience including development and customer service.

To apply:

- Please send an email or letter of interest requesting the instructions on how to apply for this position (Member Experience Manager) **and where you first learned of this job opening** to hr@opb.org or OPB Human Resources, 7140 SW Macadam Ave., Portland, OR 97219.
- Instructions on how to apply will be sent within 24 hours of receiving the letter of interest Monday through Friday. If a letter of interest is sent over the weekend or a holiday, application instructions will be sent by the end of the next business day.

Application Deadline

All application materials are due by:
November 21, 2014, 5 p.m. (Pacific Time).