



Phinney Neighborhood Association
Membership and Outreach Manager Job Announcement, 30 hours a week
December 2021

Phinney Neighborhood Association Mission

The mission of the [Phinney Neighborhood Association \(PNA\)](#) is to build, engage, and support our diverse community through programs, services, and activities that connect neighbors and foster civic engagement.

Position Overview

The PNA is committed to building a culture of equity and inclusion, believing that a diversity of staff, Board, and programming is essential to achieving our mission. We are looking for someone who is willing to work with *and* challenge this organization and the community to be our most respectful, accepting, and sympathetic selves.

Phinney Neighborhood Association (PNA) seeks a dynamic Membership and Outreach Manager whose experience and philosophy closely align with the PNA's mission and values. The individual will develop, implement, and manage a strategic membership plan and oversee all activities related to the recruitment and retention of PNA members. This includes increasing member retention and driving growth in new memberships as well as ongoing member stewardship. The Membership and Outreach Manager will develop new strategies to expand PNA membership within the Phinney Ridge/Greenwood neighborhood and beyond, and particularly to engage demographics that are underrepresented in PNA membership.

The Membership and Outreach Manager reports to the Development Director and is part of an eight-person development team. This position is being hired at 30 hours, but we hope to increase these hours as need and capacity increases and provides the opportunity to work from home occasionally and will be discussed and decided with your supervisor upon hire.

Phone interviews will be conducted on a rolling basis, and we plan to host in person interviews the second week of January. We anticipate this role will start in late January or early February.

Essential Responsibilities

- Manage member stewardship and renewal processes, including processing memberships, renewal notices, welcome letters, and membership cards
- Community outreach to potential members
- Establish and track the membership budget (separate from Business membership budget)
- Maintain membership database, including data entry and the training and supervision of data entry volunteers
- In collaboration with Development Associate, processing donations, including matching funds and workplace giving
- Plan and implement membership recruitment strategies and activities including the annual membership campaign and new membership recruitment materials/brochures
- Provide report as needed for committee meetings
- Support the Small Business Advocate with the Business Advisory Group and BIA committee
- Plan, manage and execute regular engagement activities and membership events
- Ensure that membership is represented at PNA fundraising and community events

- Participate in networking and tabling events in the local community
- Work with Communications team to coordinate membership messaging on PNA communication channels, including the website, bi-monthly e-news, blogs stories, the quarterly Review, and social media
- Provide support for PNA special events as part of the Development team as needed

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations available to enable individuals with disabilities to perform the essential functions.

- Two or more years of experience with membership or related programs in a nonprofit setting
- Two or more years of outreach/relationship building experience
- Excellent interpersonal skills and ability to build positive and respectful relationships with members and donors, both individuals and businesses
- Creative thinking and ability to develop new strategies for membership growth
- Strong organizational skills, with the ability to work under pressure in an open office environment, meet deadlines, and manage multiple tasks in a timely manner
- Team-orientation and appreciation for community-building mission of the PNA
- Budget management experience a plus
- High level of computer literacy including Microsoft Office suite (Excel, Word, PowerPoint) and working knowledge of donor databases (Salesforce preferred)
- Experience working with volunteers a plus
- Position requires occasional lifting of up to 25 pounds, including room set-up and take down, and ability to climb stairs and walk between buildings on Phinney Center campus.
- Ability to pass national criminal background check

Compensation

This is a 30 hour per week Monday through Friday position paying \$25/hour. Benefits include: health insurance; 401(k) plan with employer match; long-term disability insurance; a flexible spending account; self-paid Aflac products; a free PNA household membership with reduced costs for classes and room rentals; 3 weeks personal time off the first year, increasing annually; Christmas Eve – New Year’s Day off; and 8 paid holidays (total paid time off first year: 5.5 weeks). We offer a convivial, positive, and flexible working environment.

About the Phinney Neighborhood Association

Headquartered in a former elementary school, the PNA has developed an active community center that not only serves as a focus of the Phinney/Greenwood neighborhood, but offers programs and activities that reach far beyond the immediate neighborhood, at five different sites in Phinney, Greenwood, and Ballard. Current programs include four preschool cooperatives, a licensed preschool and school age program at Whittier Elementary School, a hot meal program, the Greenwood Senior Center, PNA Village, an art gallery, a tool lending library, a business membership program, family memberships, room rentals, and countless special events that bring friends and neighbors together. We co-sponsor a summer farmers market and weekly contra dancing and folk music concerts. The PNA serves over 27,000 people each year, has 60 staff, 1,300 volunteers, and an annual budget of \$2.5 million. The PNA is an Equal Opportunity Employer working towards a culturally-diverse work place. Applicants representing the diversity of our community are encouraged to apply.

To Apply

Please email a cover letter indicating your interest, how you meet the minimum qualifications, and a resume to apply@phinneycenter.org. Preference will be given to candidates who apply by January 7, 2022 at 5 pm.