



THE JUNIOR LEAGUE
OF CHARLOTTE, INC.

Promote Voluntarism. Develop Leaders. Improve Communities.

Member Services Manager

JOB TITLE: Member Services Manager

FLSA STATUS/ CLASSIFICATION: Full time, Non-exempt

REPORTS TO: Administrative Director

BENEFITS: Health Insurance, Paid Time Off

SALARY RANGE: @ \$45,000+/year

About the Junior League of Charlotte:

The Junior League of Charlotte, Inc. ("JLC") is a 501(c)(3) nonprofit organization of women committed to promoting voluntarism, developing the potential of women, and improving the community through the effective action and leadership of trained volunteers. Founded 98 years ago, the JLC has a rich history of service to the Charlotte area. From the Charlotte Nature Museum to Discovery Place to the Levine Children's Hospital Family Resource Center, the JLC has left a legacy of service, dedication, and compassion. Today, with close to 1,200 members and 15,000 annual hours of community service, the JLC continues to make its mark all over the Charlotte community. The JLC is a member of the Association of Junior Leagues International ("AJLI") which has over 300 member Leagues and counting.

The JLC is led by dedicated volunteers to manage the organization's programming and strategic vision. A small paid professional headquarters team works in coordination with volunteer leaders to provide administrative support, technical assistance, and operational continuity.

Job Summary:

The Member Services Manager is an integral part of the Junior League of Charlotte, Inc. (JLC) headquarters team, responsible for supporting development and implementation of processes in alignment with the JLC strategic plan, managing the accuracy of the donor/membership database, coordinating and processing payments and donations, generating data-driven reports, and providing membership assistance to members of the JLC. The Member Services Manager serves as a consistent point of contact for individual and corporate donors. Additional responsibilities include providing technical assistance and training to other staff and volunteer leadership on the CRM software.

Responsibilities/Duties:

Membership Support

- Creates, manages, updates, and maintains accurate records in the JLC Systems database related to all member profiles, statuses, obligation requirements, and monies received.
- Maintains communication with JLC members, other leagues, and AJLI concerning membership transfers, changes, and dues payments.
- Maintains knowledge of all JLC Bylaws and Policies and Procedures
- Serves as a resource for membership status questions and change requests.
- Works closely with volunteer leaders to report membership data and trends for analysis, assist with internal communications, determine eligibility of membership status changes, determine volunteer placement eligibility, and ensure accurate data in JLC Systems.
- Fields incoming potential member inquiries and general inquiries from the public and provides resources and information.

- Manages the database intake process for new members, ensuring accurate recording of dues and fees, and connects new members to the proper volunteer team.
- Assists with communication of dues notices, reconciles dues records with AJLI's statements, enters dues payments into the membership database, and prepares regular dues status updates for volunteer leadership; submits and records membership dues reimbursements in coordination with volunteer leadership.
- Processes all incoming and outgoing membership transfers to ensure that accurate records are maintained and connects incoming transfer members to the proper volunteer team.
- Assists volunteer leadership with configuring and tracking membership obligations.

Donor Support

- Enter donation information into the organization's database or fundraising software promptly and accurately. Ensure that all details such as donor information, donation amounts, payment methods, and purpose are correctly documented.
- Regularly reconcile donation records and membership dues with financial reports to identify any discrepancies and ensure accuracy in financial records.
- Collaborate closely with the fundraising team to gather information about ongoing campaigns, events, and donor outreach efforts. Communicate effectively to ensure that all relevant donation data is captured and recorded accurately.
- Assists volunteer leadership with communications, pledge payment program, collection processing, mailing assembly, Annual Report, and other duties as needed.

Additional Duties

- Provides JLC Systems training and assistance for volunteer leadership at the beginning of each JLC year and throughout the year as needed.
- Generates and provides reports from JLC Systems, as requested by leadership, related to membership trends and statuses, dues, member giving, obligations, donor trends, and any other relevant data.
- Assists with telephone coverage for the JLC.
- Works with Administrative Director to update JLC Systems when needed.
- Attends and assists with JLC events as needed, which may include weeknight or weekend times as requested.
- Attends monthly Human Resource Council meetings and other training days deemed relevant.
- Performs other administrative and support duties as assigned. A willingness to adapt to changing priorities is an essential trait for success in this role.

Qualifications:

- Proficiency and adaptability in using CRM database software and fundraising platforms.
- Strong attention to detail and accuracy in data entry and recordkeeping.
- Excellent organizational and time management skills, with the ability to prioritize tasks effectively.
- Strong analytical and problem-solving abilities.
- Experience in financial recordkeeping, preferably in a nonprofit or fundraising environment.
- Excellent communication skills, both verbal and written.
- Ability to work collaboratively in a team environment.
- Commitment to upholding ethical standards and maintaining donor confidentiality.
- Must have experience with association, membership, volunteer management, nonprofit, or similar.
- Experience with Little Green Light, Member Essentials and GiveButter preferred but not required.

Work Schedule: Hybrid, 1-3 evenings per month.

The Junior League of Charlotte ("JLC") is an Equal Opportunity Employer committed to inclusive hiring and dedicated to diversity in its work and staff. Employment decisions are made without regard to race, color, religion, gender, sex, national origin, physical or mental disability, age, sexual orientation, veteran status, or any other characteristic protected by applicable state or federal law. The JLC encourages candidates of all groups and communities to apply for this position.

Interested, qualified candidates should email their cover letter and resume to office@jlcharlotte.org.

To learn more about the JLC please visit: <https://www.jlcharlotte.org/>