



Performer: Executive for Membership Nurture & Development
Customer: Transformation Officer
Department: Transformation
Hours: 9:00am – 5:00pm (Monday - Friday)
Location: 475 Riverside Drive, 15th Floor, New York, NY 10115
Status: F/T Exempt
Travel Required: Travel outside New York City is required. Weekend and evening meetings are frequently required.
Salary Level: 15 - Executive

About United Methodist Women

United Methodist Women - National Organization is the policy-making body that manages and oversees the programs and projects of United Methodist Women (UMW). We accomplish this by equipping women and girls around the world to be leaders in communities, agencies, workplaces, governments and churches and to advocate for the oppressed and dispossessed with special attention to the needs of women and children. UMW builds supportive communities among women; engages in activities that foster growth in the Christian faith, mission education, and Christian social involvement, while working for justice through compassionate service and advocacy to change unfair policies and systems while providing educational experiences that lead to personal change in order to transform the world.

Summary of Responsibilities

The Executive for Membership Nurture and Development equips UMW conference, district and local leaders to develop sustainable relationships with members through new and proven strategies such as nurture/support, coaching, consultation, and peer-learning to create environments for lifelong membership. The Executive for Membership Nurture and Development insures that membership profiles are maintained; plus, evaluates processes for ongoing communication to and feedback from members that informs and improves membership formation and retention. Leads in developing innovative strategies to enhance membership formation and identity.

Essential Job Functions (other related duties may be assigned):

1. Membership Nurture - Work with conference, district and local leaders to:
 - a. Interpret and define the meaning of nurture and the concept of radical welcome and hospitality.
 - b. Implement support strategies and practices to nurture members throughout the course of their membership (joining, new member orientation, questions, leadership opportunities, pledging, giving, etc.) and find ways to engage inactive member participation.
 - c. Assess and promote best practices on nurturing members, particularly in local units or contexts.
 - d. Share feedback/needs regarding membership nurture resources.
2. Membership Development – Work with national, conference, district and local leaders to:
3. Develop step-by-step guidelines for nurturing UMW units to be places of connection for women to live with purpose—through spiritual and community life, development in leadership and mission education, social justice education and advocacy. Includes assessment, adaptation and trial to implement flexible structures and processes.
4. Identify and implement models and methods for retaining membership and expanding participation in local, district and conference organizations. Replicate practices through mentoring/coaching, peer to peer learning and training, webinars, social media, newsletters, e-blasts, etc.
5. Collaborate with other MLD Executives and other UMW staff, as needed, to equip conference and district leaders to expand membership formation (spiritual, community, mission education, service and advocacy) and leadership development opportunities.
6. Oversight includes: internal customer service process, processing new and cancellation of memberships and formation of new groups.
7. Respond promptly to inquiries from prospective and current members, UMW leaders, and others.
8. Work with the Program Advisory Group and other UMW leaders to develop and implement strategies for reciprocal communication between local members/units and the national office.
9. Assist in creating and updating membership and marketing materials, the Handbook, etc. with the Engage lead.
10. Serve as staff liaison for the conference membership representative or Mission Coordinator for Membership, Nurture and Outreach. Provide ongoing learning and leadership development opportunities in face to face and distance learning settings.
11. Assure that emphasis on multicultural diversity, inclusiveness, pluralism, and the elimination of racism are integral to the process relating to membership nurture, growth, outreach and development.
12. Align with the national office strategic plan priorities and participate in implementation.
13. Enroll in other duties necessary to support the implementation of the strategic plan related to membership and beyond.

Critical Competencies

- **Action-Oriented** - Displays and encourages a sense of commitment to meeting deadlines and achieving results and devotes resources to “what is important now.”
- **Communication** - Demonstrates effective verbal and written communication. Communicates effectively with staff, members, and other departments across the organization. Listens to others to ensure understanding and contributes meaningful information during meetings.
- **Integrity and Ethics** - Consistently demonstrates integrity and ethical behavior congruent with UMW’s values of integrity, excellence, service, and stewardship in all transactions and relationships.
- **Planning/Organizing** - Prioritizes and plans work activities and uses time efficiently. Organizes or schedules tasks and develops realistic action plans.
- **Member -Oriented** - Interacts cooperatively and constructively with members and exhibits the highest standards of dedication and commitment to quality service to meet or exceed member/student requirements. Demonstrates a continual focus on member/student-centered learning and retention and learner needs.
- **Teamwork** - Contributes to building a positive team spirit by placing success of team above own interest. Supports other staff in their efforts towards a completed project.

Qualifications

Requirements are subject to possible modification to reasonably accommodate individuals with a disability.

- A bachelor's degree in communications, public relations or customer service fields with research and data collection skills is desired.
- Although being a member of the United Methodist Church is not required, familiarity and general knowledge of United Methodist Church structure and polity is a plus, as is familiarity and participation with United Methodist Women or a similar membership organization. Understanding and experience with polity and doctrine of the United Methodist Church is desirable.
- Ability to work with minimal supervision and be responsible for overseeing projects in a team environment and skills in a variety of educational technologies including learning management systems, curriculum databases, electronic instructional design tools, web-based applications, graphic design, and multimedia educational products is desired.
- Excellent organizational skills required, experience with project management tools & techniques preferred along with excellent oral and written communication skills required for interaction with members and staff, as well as external constituencies at all levels.
- Demonstrated ability to manage databases, develop formal written reports and deliver this information in a formal presentation as well as leadership skills in planning and directing processes, program components, and staff amicably.
- Must be able to speak and write clearly and concisely in English with the ability to relate to people of various cultures and to interpret concerns to UMW national office and United Methodist Women.
- A professional attitude, sense of humor and appearance and openness to continued learning and upgrading of skills is desired.
- Familiar with Customer Engagement or Business mapping is a plus.
- Ability to navigate and utilize social media as a marketing tool.

Performance Measurement

Specific measures of satisfactory performance, both objective and subjective, will be developed in consultation with the Human Resources Director and direct supervisor and in harmony with United Methodist Women’s mission, cultural principles, and annual leadership priorities. Participation on special projects and/or events is factored into ongoing peer and management performance feedback.

I have read and understand this job description and its requirements, and I understand that I am expected to complete all duties as assigned. I understand that the job functions may be changed from time to time, with or without prior notice. I will be able to perform the essential functions of this position with or without accommodation. I understand that it is my responsibility to inform my supervisor at any time that I’m unable to perform these functions. I understand that I will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions and assignments. I further understand that this job description is not a contract of employment.

Employee Signature: _____

Date: _____