

# Membership Engagement Manager

This is a civilian position that works for a 501(c)3 non-profit that supports the Air Force Academy. This position does not require military service or graduation from the United States Air Force Academy.

## UNITED STATES AIR FORCE ACADEMY ASSOCIATION & FOUNDATION

The United States Air Force Academy Association & Foundation (Association and Foundation) believe strongly that the United States Air Force Academy (“Academy”) is a vital national resource, upholding the invaluable mission of developing leaders of character for our Air Force, Space Force and nation. The Association & Foundation have joined forces to accomplish their complementary missions to actively support these leaders as well as the Academy and its cadets.

The core values of the United States Air Force Academy are Integrity First, Service Before Self, and Excellence in All We Do. These same core values guide the Association & Foundation, as well as our boards and staff.

## THE OVERVIEW

The Association & Foundation, in support of the United States Air Force Academy, seek a positive, energetic and detail-oriented professional to serve as the Membership Engagement Manager. This position will reside within the Alumni Relations Division, and report to the Senior Director of Alumni Relations.

## POSITION RESPONSIBILITIES

- Understand, uphold, and promote the ethical standards and core values of the United States Air Force Academy (“USAFA”) and the Association & Foundation.
- Learn and understand how the Association & Foundation interact with the Academy and other Academy-related nonprofit organizations that support various areas of the Academy.
- Serve as the organization’s membership expert.
- Oversee and track member acquisition, retention, marketing, opt-in practices, membership customer service, membership benefits, use of the Long Blue Line Portal, use of web-based applications, and other membership-related efforts.
- Manage graduate, family, associate, affiliate, honorary, and surviving spouse membership programs and benefits, including but not limited to the following: Graduate Dependent Scholarship Program, Class Crests, Travel Program, Legacy Parent Program, Graduate License Plate Program, AOG SnackSpot, Zoomie Delivery Service, Volunteer Program, WebGuy Program, the annual Parent Membership Guide (PMG), and any online engagement/services (ex: websites, apps, etc.).
- Bolster graduate membership and connection under the “Membership for All Graduates” program to meet imperatives, goals, and objectives set forth in the Joint Strategic Plan and Operating Plan.
- Support membership-related event planning and logistics, monitor membership dues, and report earned revenue.
- Collaborate closely with Alumni Relations and cross-department teammates.
- Supervise and lead the Membership Engagement Specialist.

- Keep abreast of Air Force, Academy and departmental priorities, programs, personalities, and events.
- Perform other duties as they arise.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Positive, energetic and engaging personality.
- Possess strong customer service and collaboration skills.
- Possess excellent written and oral communication skills.
- Ability to use organizational skills and manage multiple tasks concurrently.
- Apply initiative, creativity, and sound judgment to appropriate situations.
- Work collaboratively with colleagues and with a diverse customer base.
- Meet project deadlines, which includes working accurately and thoughtfully under pressure.
- Maintain a high level of professionalism, confidentiality, and emotional intelligence.
- Committed to excellence and high-performance results.

### **QUALIFICATIONS**

- A bachelor's degree is required.
- Deep connection to the Service Academy's mission and core values.
- First-hand knowledge or connection to the Air Force Academy is preferred.
- Working knowledge of alumni engagement and relations in a higher education setting, to include a customer service relations background.
- Working knowledge in hybrid video conferencing systems such as Microsoft Teams and Zoom.
- Working knowledge with Raiser's Edge or similar CRM database.
- Working knowledge Microsoft Office 365 program suite.
- A valid driver's license and any related insurances.
- Be able to pass a DBIDS Background check, which is required in order to maintain access to the Association of Graduates principal offices on the Academy.
- Use organizational skills to manage multiple tasks concurrently.
- Possess excellent written and oral communication skills.
- Apply initiative, creativity, and sound judgment to appropriate situations.
- Work collaboratively with colleagues and with a diverse customer base.
- Meet project deadlines, which includes working accurately and thoughtfully under pressure.
- Possess a service-oriented mindset and be able to resolve customer complaints.
- Maintain a high level of professionalism, confidentiality, and customer service skills.
- Commit to high-performance results, teamwork, and possess a desire to reach increasingly aggressive goals.
- This position will require the ability to work some evenings and weekends.

### **COMPENSATION AND BENEFITS**

The salary range for this position is \$58,000-\$66,000 (commensurate with experience). The Association & Foundation offers a competitive benefits package including but not limited to medical, dental, vision, life insurance, short-term and long-term disability, retirement, and paid time off for all full-time employees.

## **SUBMISSION INSTRUCTIONS**

Applicants must submit a cover letter and a resume to receive full consideration. Applications can be submitted via [https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R\\_ID=6945088](https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R_ID=6945088). The position will remain open until filled.