



Tennessee Nonprofit Network

Position Description – West TN Membership & Program Manager

Position Title:

West Tennessee Membership
& Program Manager

Hours & Compensation:

Full-Time, Exempt
\$50,000 Annually

Reports To:

Chief Program Officer

WHO WE ARE

We believe that nonprofits are stronger together. Tennessee Nonprofit Network is a 501(c)(3) nonprofit organization, serving as the state association for nonprofits in Tennessee. Our network brings together 1000's of nonprofits across Tennessee to learn, advocate, and collaborate. The mission of Tennessee Nonprofit Network (TNN) is to build the momentum of the nonprofit sector in Tennessee to drive equitable, measurable, and lasting change.

Central to our programming is our work in leading community initiatives, expanding sector research, convening community conversations and events, and working alongside community partners to advance public policy work impacting our sector. We believe that strengthening nonprofit organizations and the nonprofit sector is a conduit for influencing broader societal change and must include an emphasis on increasing equity and accountability throughout the sector. We seek to continually learn and to listen to the needs of those we serve and authentically meet nonprofit organizations where they are. We envision a nonprofit workforce where individuals are reaching their maximum potential and are motivated to continue to work for the greater good. Our vision is for the nonprofit sector to form equitable partnerships with philanthropy, business, and government sectors in united efforts to solve community challenges.

Tennessee Nonprofit Network recognizes that our people are our most valuable asset. Our capacity for growth and creating impact is dependent on shared trust, respect, and professionalism. We believe that everyone on our team brings unique gifts and adds value, and everyone on our team has opportunities, and is called upon, to make meaningful contributions to the organization in pursuit of our mission.

Tennessee Nonprofit Network is committed to an inclusive, fair, equitable, and safe workplace. Tennessee Nonprofit Network strives to create a workplace and staff that reflect the exciting diversity of the community that TNN serves.



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POSITION SUMMARY

The West Tennessee Membership & Program Manager is responsible for recruiting new nonprofit member organizations, engaging lapsed members, and creating opportunities for members to connect and learn. The Membership & Program Manager provides logistical support for delivery of TNN programs and services in the region and serves as a lead figure in the region to advance TNN membership, partnerships, brand marketing, and the dissemination of research, advocacy and public policy information, and technical resources available to members.

While all employees are asked to make broad contributions of time and expertise to support the development of TNN, assist team members, and help with the execution of events, the specific responsibilities of the Membership & Program Manager are as follows:

Essential Functions:

- ❖ Support the CPO with the marketing and delivery of programs and services in the region, including boot camps, workshops, cohorts, conferences, summits, and other events and convenings. Provide support in coordinating logistics including site and hospitality as needed and provide support with registration, check-in, and program evaluation.
- ❖ Lead membership recruitment and engagement for the West Tennessee region.
 - Oversee membership recruitment for the region, including marketing, applications and renewals, and recordkeeping. Work directly with the Chief Program Officer to develop and implement recruitment strategies and marketing materials for membership.
 - Serve as the primary point of contact for member services and engagement in the region. Serve as primary point of contact in the region for connecting members to nonprofit resources developed by TNN or shared through partnerships. Manage communication with members in the region and serve as the initial point of contact for all inquiries from members and prospective members.
 - Support the CPO and Middle TN Regional Director in managing ConnectTNN for members in the region.
 - Manage member benefits and benefits administration for the region.
- ❖ Support TNN's efforts to build and maintain partnerships across the region.
 - Support the Chief Development and Partnership Officer with developing and maintaining partnerships for TNN with regional organizations.
 - Support the Director of Advocacy and Research with government relations with legislators in the region.
 - Support the CDPO and CPO with identifying and connecting TNN to potential member benefits partners in the region.



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- Represent TNN at regional meetings at request of the CPO or staff leadership.
- ❖ Lead TNN's efforts with the Shelby County Nonprofit Committee, including representing TNN in all committee meetings and leadership planning for the committee. Coordinate and manage all meetings of individual nonprofit subcommittees.
- ❖ Represent TNN in the region and speak on behalf of TNN to diverse audiences across the region, reflecting TNN's mission and guiding principles and communicating messaging developed by TNN leadership.
- ❖ Serve as the primary point of contact for any TNN Community Action Councils in the region. Support the CEO in providing feedback and recommendations to the Board of Directors for the design and use of regional Community Action Councils.
- ❖ Support the Director of Operations with management of TNN's database with specific attention to membership and program data for the region.

Additional Responsibilities:

PROGRAM & OPERATIONS

- Promote and disseminate research, advocacy education, and public policy information to members and partners across the region.
- Facilitate organizational assessments for members in the region. Develop summary reports or work plans. Support the CPO, COO, and Director of Operation with recordkeeping and billing for assessments.
- Support the CPO and the Director of Advocacy & Research with the consistent collection of member and program data for the region. As requested by the CPO, conduct or assist with data collection, including the distribution of surveys, focus groups, and member interviews.
- Serve as primary point of contact in the region for TNN's Consultant Directory. Work with the CPO to develop and implement recruitment strategies for consultants. Support the Director of Operations with the maintenance of consultant records for the region.
- Support the CPO and the Director of Operations with managing the distribution of Standards for Excellence resources in the region and ensuring continued compliance with Standards for Excellence by TNN as a replication partner.

OTHER

- Model TNN guiding principles in all interactions, internal and external to TNN.
- Contribute to TNN efforts to ensure equitable internal practices and support the development of a diverse and effective staff team and Board of Directors.
- Model continuous learning and stay abreast of relevant nonprofit topics and literature.
- Be knowledgeable of all aspects of TNN's programs and services.
- Assist in cultivating and maintaining good relationships with nonprofit members.



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- Support the TNN staff in building relationships with local and statewide organizations, including philanthropic organizations, businesses, and public sector partners.

Physical Conditions/Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation will be made as needed to enable all qualified individuals to perform the essential functions.

While performing the duties of this job, the employee regularly will be required to communicate with other employees and community members, both in-person and virtually using technology platforms provided by TNN. The employee will be required to participate in regular meetings and may be asked to lead meetings or events.

The employee frequently will be required to remain in a stationary position for long durations of time. The employee will be required to constantly operate a computer and may be asked to operate other office machinery, such as a computer printer or copy machine. The employee may occasionally be required to move items and equipment weighing up to 20 pounds. The employee will be required to travel periodically throughout the state, especially between Memphis and Nashville, and may be required to drive or arrange transportation for themselves to offsite events.

This is a full-time position with a hybrid office and remote work schedule. The employee will be required to work in an office environment. Within the office environment, the employee may need to occasionally move about inside the office and position themselves to access file cabinets, office machinery, etc. The employee will adhere to all TNN personnel policies for remote work. All office equipment reasonably required to perform work remotely will be provided by TNN. The scheduling of in-person versus remote work is at the discretion of the employee's direct supervisor and is subject to change. This position may occasionally require some evening and weekend activity.



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POSITION EXPECTATIONS

Tennessee Nonprofit Network is seeking a highly creative, collaborative, and results-oriented person.

The West Tennessee Membership & Program Manager should demonstrate the following attributes, skills, or experience:

- An intermediate understanding of nonprofit organizations, nonprofit management, and the nonprofit sector in Tennessee.
 - Three or more years of experience working in a nonprofit setting is highly desired.
 - Advanced or specialized training, degrees, or certifications in nonprofit management or a related field of study is desired.
- A working knowledge of the nonprofit sector in Tennessee.
- Three or more years of work experience in nonprofit programming, project or event management, public administration, sales, or related fields, or a relevant equivalent combination of work, volunteering, training, or academic experience.
- The ability to communicate information and ideas effectively with people from diverse backgrounds and experiences so others will understand. The employee must be able to exchange accurate information in these situations and must be able to express oneself effectively through written communication.
- Intermediate technology and computer skills and a working knowledge of:
 - Word processing and spreadsheets – Experience/training in Word or Excel is desired.
 - Data collection and database management.
- A demonstrated commitment to diversity, equity, inclusion, and belonging (DEIB)
- Personal qualities of integrity, honesty, respect, and a commitment to Tennessee Nonprofit Partners' mission and guiding principles.

The West Tennessee Membership & Program Manager will be expected to:

- Problem-solve, think critically, and synthesize information quickly.
 - Work collaboratively as part of a team as well as work independently and often remotely with little hands-on direction.
 - Receive and give supportive feedback to foster equity and inclusion in working relationships and service delivery.
 - Develop and adhere to project budgets and timelines, manage multiple projects concurrently, and consistently meet deadlines.
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COMPENSATION

The salary for this role is \$50,000 annually. Tennessee Nonprofit Network is committed to the development of its employees and their well-being. TNN offers an option for medical health insurance coverage (80% employer paid) with options for employee-paid dental and vision coverage. All full-time employees are eligible to participate in TNN's 401k Plan with an employer match of up to 2% of the employee's annual salary.

TNN offers a flexible work environment and a generous holiday schedule. TNN provides a Flexible PTO plan which allows employees to take approved time off as needed for appointments, illness, family leave, or self-care. TNN provides opportunities and funds for professional development for all employees.

TO APPLY

Interested and qualified candidates may apply via email to: work@tnnonprofits.org.

Candidates should submit both a resume and a cover letter. Resumes and cover letters will be accepted until May 31, 2024. No phone inquiries, please.

Tennessee Nonprofit Network provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, genetics, sexual orientation, or gender identity.