



Vietnam Veterans of America

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www.vva.org

A Not-For-Profit Veterans Service Organization Chartered by the United States Congress

VVA POSITION ANNOUNCEMENT

Manager, Membership Affairs

This is an exempt, full-time position with office assignment at the Vietnam Veterans (VVA) Headquarters in Silver Spring, MD. Excellent benefits including health, dental, and vision insurance for employees and dependents, 401k match, and more.

Please note: The VVA cannot provide immigration sponsorship.

Vietnam Veterans of America is seeking an energetic, reliable, and passionate employee to join our Membership Affairs team. The ideal candidate for this managerial position will be responsible for the supervision of the membership team. The ideal candidate we are looking for needs to enhance membership development, service projects, and programs for the organization. The incumbent will be responsible for supporting and executing the overall membership strategy, managing the organization's membership department, the membership application process, new member onboarding, and the membership database. The incumbent will also have technical authority to report to the National Secretary to coordinate membership activities with the state council and chapter memberships chairs.

The ideal candidate must be a dedicated professional who is well organized, fastidious, and able to pragmatically organize, implement, and report on membership affairs pertaining to chapter, state, and national leaders while enhancing relationship capital within the organization.

THE DUTIES AND RESPONSIBILITIES:

- Develops and implements plans to achieve the organizations membership policies and goals.
- Manages membership database and develops concepts to recruit, retain, and service the national membership.
- Develops and manages, as appropriate, records and operational processes for the records of members, chapters, and state councils.
- Designs recruitment materials, forms and renewal/acquisition packages to market and process membership.
- Collaborate with leadership to further the association's reach and identify growth opportunities
- Prepare and submit annual department budget in accordance with organizational and department requirements/guidelines.
- Work collaboratively with other departments to ensure key information is relayed appropriately across teams
- Publishes periodic reports on membership status, services rebates, membership, and chapter development.
- Provides staff support to the membership affairs committee and other committees and task forces, as required.

- Staffs the membership information functions for members, chapters, state council, and national leaders seeking information and assistance on membership affairs.
- Develops and maintains positive, enthusiastic relationships with members, the membership affairs committee, other national committees as appropriate, state council membership directors, and chapter membership committee chairs.
- Provides membership information services, coordinates membership database training, and assistance to other national office staff, as required.
- Coordinates database management services.
Aggressively seeks out and seizes opportunities for enhancing the positive visibility of Vietnam Veterans of America, Inc. (VVA) and coordinates with other staff to enhance VVA's image and accomplish its growth goals.
- Reviews new chapter petitions, staffs following activities to provide timely and efficient incorporation process, and corresponds with forming chapters and state councils, as appropriate.
- Manages the membership affairs department and supervises staff of two (2) to three (3) full-time employees.
- Conducts performance evaluations of membership affairs department staff in accordance with established performance appraisal policies.

PREFERRED QUALIFICATIONS:

- Ability to communicate effectively, with exceptional written, interpersonal, oral communication skills with commitment to a high level of customer service.
- Ideal applicants must have three years of managerial experience, the ability to multitask and prioritize tasks based upon urgency and to work independently of immediate supervision. The applicant must be proficient in Microsoft Office Suite (Word, Excel, PowerPoint and Outlook)
- Must legally reside in the Continental United States.
- Experience establishing effective working relationships with people at different levels within an organization, e.g., senior officials, mid-level management, and line staff.
- Experience preparing/reviewing different types of written products, (e.g., memorandums, executive summaries, research reports).

Education: Bachelor's degree from an accredited institution in a related field is required.

Experience: Minimum Five (5) years of relevant experience in a membership organization that includes managing the full membership life cycle, understanding member experience and value.

Equivalency: An equivalent combination of education and experience may be substituted.

How to Apply: Please forward your resume to Alex Thompson, <mailto:careers3001@vva.org>

Job Type: Full-time (40-hours) position.

This is a five-day a week employment opportunity. Occasional weekend work may be required. Incumbent may develop a hybrid operation with three days in office and two days working remotely, dependent upon the organization's operational demands.

Pay: \$65,000 - \$70,000 Annual

The U.S. Department of Education has determined that VVA is a qualified employer as defined in the Student Loan Forgiveness Act.

Work Location: Silver Spring, MD

Company's website: <https://www.vva.org>

Equal Opportunity Employer:

In an effort to build a diverse and more inclusive work environment, VVA strongly encourages veterans, minority, women, and people with disabilities, retirees and LGBTQ+ candidates.

VVA is an equal opportunity employer. We value a diverse workforce and inclusive culture. It is VVA's policy to be fair and impartial in all relations with employees and applicants for employment and to make all employment-related decisions without regard to race, religion, color, national origin, age, sex, sexual orientation, disability, or any other category protected by law.