



Position: *Membership Services Specialist*
Department: *Chapter, Member & University Relations*
Location: *National Headquarters –Chicago, Illinois*

Reporting to: *Director, Chapter, Member & University Relations*
Posting Date:

Company Overview:

The National Black MBA Association’s (NBMBA) mission is to lead in the creation of economic and intellectual wealth for African Americans. Our theme: Empowering Visionaries speaks to the delivery of unparalleled professional development opportunities. We host the world’s largest African American Career Fair, partnering with fortune 500 companies, to engage a diverse workforce. With more than 100,000 MBA’s around the world, the opportunity for growth is phenomenal.

JOB SUMMARY

Assist Director of Chapter, Member and University Relations in operational and strategic management of the membership acquisition and retention. This entails assisting in the development of membership campaign, directing, organizing and managing and maintaining activities, data, programs related to membership services. Assure that individual membership customer services are provided to ensure value added benefits (retention). Additionally, this individual will serve as a liaison between National Headquarters and related partners.

RESPONSIBILITIES:

- Manage membership acquisition and retention initiatives and activities
- Manage Membership communications (website, inbox, etc.)
- Maintain and process member benefit program
- Track memberships, budget activity and reporting
- Process and maintain memberships through CRM data management system
- Responsive to membership inquiries and needs; assuring member customer care
- Maintain membership record storage and filing system
- Participate in chapter and student programs, events and activities
- Engage in cross-functional operations and activities with Membership and Chapter Relations programs
- Assist in development and execution of National Membership Booth, Membership Lounge and National Membership Meeting
- Coordinate volunteer and temporary resources as needed
- Assist in storing and retrieval of membership data and research
- Requires confidentiality and sensitivity of information.
- Must be a team player and self-starter with a positive attitude.
- Extremely detail oriented, precise, organized and able to work independently.

QUALIFICATIONS:

Education/Experience:

At a minimum, a two-year degree from business school or three to five years related experience in a professional environment or equivalent combination of education and experience.

Computer Skills:

Proficient in MS Office Applications (PowerPoint, Word, Excel, Outlook), Internet savvy,

NMMBAA offers a competitive industry compensation and benefits package. For consideration please send your resume to:

National Black MBA Association Inc.
Attn: Human Resources Department
180 N. Michigan Ave., Suite 1400

Chicago, IL 60601 - or --
Email: hr@nbmbaa.org
Fax: (312) 580-8724