



Membership Director Position Announcement

Job Location:

Remote work environment. Can work from anywhere in the United States. QOVF also has a physical office in Winterset, Iowa.

Type of Job:

Full-time

Job Category:

Membership Management | Recruitment | Database Management | Administration

About QOVF:

The mission of the Quilts of Valor Foundation is to cover Service Members and Veterans touched by war with comforting and healing Quilts of Valor. QOVF supports over 10,000 volunteer members in over 600 local QOV groups across the US who make and award Veterans over 30,000 Quilts of Valor a year. QOVF started as a grassroots organization in 2003, became a 501C3 in 2013, and will celebrate its 20th anniversary in 2023.

Job Summary:

QOVF is looking for a Membership Director to manage QOVF's membership program. This position would be responsible for the recruitment, engagement, and retention of volunteer members of the QOVF. The Membership Director will also provide administrative support to members and manage QOVF's membership database and CMS. This position will work closely with QOVF's IT Team as needed to manage membership in support of quilt nominations.

This position reports to the Executive Director.

Areas of Responsibility:

- Develops programs and initiatives to increase and maintain QOVF membership.
- Manages and creates information to be shared with members as well as potential members.
- Managing QOVF's CMS system. This includes developing direction and best work practices for QOVF team members to use the system.
- Managing membership registration processes and developing best practices for membership enrollment.

- Maintaining membership records and developing appropriate renewal strategies for all volunteer members.
- Maintain group reporting for QOVF groups, including creating specialized group reports.
- Processing memberships and membership packages.
- Work with other QOVF team members to create and manage the customer experience for QOVF members.
- Work with the IT Team to create best practices in the CMS system to support QOVF's quilt nomination software.

Requirements/Qualifications

- BA degree preferred.
- Previous experience as membership or program manager or experience with a large organization and volunteer program of 1,000+ preferred.
- Experience with database management and CMS platforms.
- Customer service experience.
- Previous supervisory experience is helpful.
- Experience working with multiple and competing program areas and departments is beneficial.
- The ability to communicate a high degree of enthusiasm and support is crucial to the success of this position.
- Basic computer skills.
- Be a self-starter and able to work in a remote work environment.

Compensation/Benefits

Compensation:

\$17/hour.

Benefits:

Flex schedule and remote work environment.

PTO time and paid holidays.

QOVF is an Equal Opportunity Employer.

How To Apply:

Submit cover letter and resume to: Lori Thompson, Executive Director, at lori.thompson@qovf.org by March 19, 2023.

Thank you for your interest!