National Institute on Retirement Security
Position Description for
Manager of Membership Services

The National Institute on Retirement Security (NIRS) is a non-profit research and education organization that seeks to inform policymaking by fostering a deep understanding of the value of retirement security. Members of NIRS include retirement systems, financial firms, employee and retiree organizations, and other nonprofit organizations who share the goal of enhancing retirement security in America through a system that simultaneously meets the needs of employers, employees, and the public interest.

The Manager of Membership Services serves NIRS’ members and supports the association management tasks of the organization —membership development, communications, event planning, and operations.

The Manager coordinates annual membership renewals, assists the Executive Director in recruitment and retention of members, and is responsible for administrative work related to membership. The Manager assists with member communications, including member alerts, the members-only website (NIRS Insider), and social media. The Manager is the hands-on coordinator in planning and executing NIRS’ two primary events, the Annual Retirement Policy Conference and the Visionary Circle Meeting.

Duties include:

Membership and Communications:
- Coordinate and track annual membership renewal
- Maintain NIRS member database and support office technology
- Support NIRS Executive Director in new member recruitment
- Assist with members communications including member newsletter, NIRS members-only web site, membership materials, and social media.
- Provide exemplary customer service to NIRS members, including prompt follow up on member requests

Events:
- Plan and execute the NIRS Retirement Policy Conference held every spring
- Plan and execute the NIRS Visionary Circle meeting held every November
- Develop marketing materials to promote the events and to expand membership
- Manage event staff and coordinate their activities

Operations:
- Create graphics and design reports, infographics, fact sheets, and other publications in Adobe Creative Cloud

January 2022
- Manage NIRS vendor relationships
- Track and provide support for speaking engagements for NIRS staff
- Track NIRS media coverage and other key metrics
- Support executive director in preparing NIRS board materials

Requirements:
- Bachelors Degree
- Strong computer skills, including familiarity with Microsoft Office Suite, Wordpress, and tools like Constant Contact and HootSuite
- Ability to use Adobe Creative Cloud
- Excellent organizational skills with the ability to juggle multiple deadline-driven projects
- Strong written and verbal communication skills
- Keen eye for details with commitment to effective follow up
- Outstanding member service skills, including telephone manner
- Ability to work collaboratively in a small-team environment

NIRS offers a competitive starting salary in the range of $45,000 to $50,000, and excellent benefits, including retirement benefits, as well as medical, life and disability insurance. NIRS is located in a prime, Metro-accessible, downtown Washington DC location.

To apply, send resume, cover letter, and sample of communication work to Dan Doonan at Dan@nirsonline.org. Please write "Manager of Membership Services" in the subject line.