



Women's Impact Fund: Membership & Operations Manager

Women's Impact Fund (WIF), a Charlotte, NC based women's giving circle, is seeking a detail-oriented problem solver with a commitment to customer service to serve as its next Membership & Operations Manager. This position is 32 hours per week with the expectation to work remotely and in the office (SouthEnd area), as well as at occasional evening events. Candidates accepted beginning in February 2025; role available in April 2025.

Organization Mission

Women's Impact Fund strengthens communities by maximizing women's leadership in philanthropy through collective giving, education, and engagement. One who thrives in this role will be committed to and passionate about our [mission and values](#).

Organization Background

Since its inception in 2003, WIF has grown from a special initiative of the Foundation For The Carolinas into an influential nonprofit with approximately 500 members. The organization provides significant resources, both financially and in thought leadership, to help address emerging issues and meet critical needs in the local community. To date, WIF has awarded over \$8.1 million dollars in grants to more than 100 nonprofit organizations across Mecklenburg County.

Women's Impact Fund is part of a significant philanthropic movement known as collective giving. The concept is simple and powerful – members leverage their charitable dollars and join others in making high-impact grants in the Charlotte-Mecklenburg region. Collective giving is a rapidly growing, grassroots, philanthropic movement that empowers donors to strengthen their communities through collaboration. The organization makes annual grants in five categories (Arts & Culture, Education, Environment, Health, Human Services) and the organization's members have an opportunity to be hands-on in evaluation and decision-making. Membership is open and inclusive with two annual giving levels and no invitation required.

The Team & Culture

We are small, but mighty! You will join a team with 2.25 FTEs (full-time Executive Director, part-time Administrative Coordinator) and more than 150 volunteers including an active 21-member Board of Directors. We operate in a trust-based work environment that supports work-life balance. We have high expectations but also maintain flexibility as to how and when the work gets done. We find joy in collaborating with each other and our volunteers, in addition to supporting our various nonprofit partners throughout the community.

The Role

The Membership & Operations Manager will be responsible for efficient internal operations of WIF supporting its membership processes, financial management, programming, and communications. The Membership & Operations Manager reports to the Executive Director, and works with the Administrative Coordinator, Board, and committees to maximize the membership experience. The successful candidate will have a courteous phone presence, provide a high-level of customer service to members and volunteers, and be flexible and open to learning new things. She/he/they will enjoy and excel at interacting with a diverse membership, completing detail-oriented tasks, writing and proofreading, and have strong project management skills including the ability to maintain efficient processes and workflows.

WIF has strong operating processes in place including a new website and customer relationship management (CRM) system which is instrumental in building membership reports, issuing correspondence through newsletters, emails and event reminders, and collecting payments toward memberships and event tickets.



Professional Responsibilities

Financial Management

- Maintain organized financial records and adhere to established financial controls
- Manage daily finances including:
 - Accurate recording and receipting of dues, donations, and sponsorships through Neon CRM
 - Bank deposits, credit card transactions, ACH transfers, stock gifts, and matching gifts
 - Expense receipts and reimbursements to third party accountant
- Assist with monthly financial reporting via QuickBooks Online reconciliation and filing account statements
- Support annual budget development
- Attend monthly Finance Committee meetings
- Prepare files for annual financial review or audit

Membership

- Serve as primary contact for membership dues payment processing and follow-up to ensure member stewardship, satisfaction, and retention
- Oversee member and guest registration for events
- Update and run membership and fundraising reports and dashboards
- Prepare and update monthly fundraising, membership, and event reports for the Board
- Oversee new member onboarding and past member communications

Programming & Operations

- In collaboration with Administrative Coordinator, manage online event calendar, registration, waitlists, and reminders for events
- Research and book caterers and venues for large events
- Attend and support in-person execution of at least 5-6 annual large in-person events
- Oversee organization of the WIF office, records, and materials, as well as small offsite storage unit
- In collaboration with Executive Director, manage tasks and training for Administrative Coordinator and summer intern, as applicable

Communications

- Coordinate with the volunteer Communications Committee and Administrative Coordinator to create and implement year-round communications plan including two monthly member emails using email marketing tools
- Maintain website and blog, keeping content and images current and engaging; coordinate with outsourced website vendor as required
- Record monthly analytics of the website, blog, and social media
- Manage mailing lists and vendor coordination for print materials

Required Qualifications & Competencies

- Minimum 5 years' experience in a professional setting
- Degree from 4-year college or university preferred; equivalent experience considered
- Proficiency with Microsoft Office, QuickBooks Online, email marketing, and CRM software
- Strong customer service skills including in email, telephone, and in-person interactions
- Ability to work extended hours for evening events, with notice
- Experience drafting communications and social media posts, and updating websites using Wordpress preferred
- Volunteer or membership management experience, or experience as Executive Assistant, bookkeeper, or other similar administrative role preferred
- Nonprofit, association, membership, or small business experience and/or familiarity with nonprofit accounting preferred



Salary

Competitive salary ranging from \$42,000 to \$48,000, based on experience. A QSEHRA health stipend is offered and health benefits are available through the company, though the employee covers the cost. All compensation will be paid according to Women's Impact Fund normal pay practices.

To Apply

Women's Impact Fund is an Equal Opportunity Employer committed to inclusive hiring and dedicated to diversity in its work and staff. Employment decisions are made without regard to race, color, religion, gender, sex, national origin, physical or mental disability, age, sexual orientation, veteran status, or any other characteristic protected by applicable state or federal law. Women's Impact Fund encourages candidates of all groups and communities to apply for this position.

All inquiries, nominations, and applications should be emailed to hire@womensimpactfund.org. Applications must include a resume and basic cover letter sharing why you are interested in this role and relevant experience. Note that only those candidates invited for screening will be contacted. No phone calls, please.