Member Experience and Operations Coordinator
Position Description

Reports To Executive Director
Position Type Full-time, 32 hours/week, Exempt
Location Charlotte, North Carolina (remote with some in-person requirements, including weekday evenings)

Organizational Summary
Women's Impact Fund (WIF) is an influential collective giving circle powered by 500 members with a mission to strengthen our shared community by advancing women's leadership in philanthropy through collective giving, education, and connection. Since our founding in 2003, we've proudly invested more than $8.9 million in grants and awards to nonprofits and women leaders serving Charlotte-Mecklenburg.

Position Overview
We seek a mission-driven individual who approaches work with curiosity, enthusiasm, and a desire to work with philanthropic women. As WIF's operational hub, this role ensures our membership CRM, financial workflows, and event logistics run seamlessly while serving as a warm, welcoming ambassador for our members and volunteers. The successful candidate will have the required skills and resourcefulness to balance a position with internal and external-facing needs and find joy in WIF's purpose. We are a small and mighty team of two working alongside an energetic and expansive network of women who volunteer their time, talent, treasure, testimony and ties to make a positive impact in our community.

Key Working Relationships
Internal: Executive Director, Board of Directors, and volunteer leadership across WIF Committees
External: WIF members, prospective members, vendors and third-party financial and audit partners

Professional Responsibilities

<u>Member Experience</u>

- Ensure membership experience is exceptional, turnkey, and supports member retention goals
  - Serve as primary contact for membership for dues payment, login, event registration
  - Onboard new members and evaluate opportunities to strengthen communication so members feel ready to engage and participate

- Partner with Membership and Education Committees to create sense of belonging and connectivity for members at each in-person engagement with Women's Impact Fund
  - Support Committees in preparation and follow-up of socials and events (i.e., logistics, attendance, post-event emails)
  - Warmly greet, welcome, and socialize with members and guests at WIF events
  - Help Education Committee with virtual programming logistics (i.e., Zoom)
  - Provide on-site support for Signature Events and larger WIF events

<u>Operations and Finance</u>

- Adhere to established financial controls and support Executive Director, Finance Committee, and Board leadership in daily/monthly finances
  - Manage daily internal accounting workflows (i.e., expense coding, accounts payable and receivable routing, membership receipts) and serve as the primary liaison to third-party accounting provider
  - Manage bank deposits, credit card transactions, ACH transfers, stock gifts and matching gifts
  - Ensure accurate recording and receipting of dues, donations, and sponsorships
  - Work with Executive Director to prepare files for annual third-party financial review or audit
  - Liaison with Committees to manage expense-related items (e.g., venue, catering, etc.) for WIF events, especially Education and Membership Committees

- Administer Neon CRM and Neon Pay daily, including membership payments, renewals, member records, and reconciliation to QuickBooks Online
    - Provide back-to-front office continuity through familiarity of systems (i.e., Neon CRM, QuickBooks Online, Zoom)
    - Examine membership activity (i.e., member status, levels, Annual Fund giving) and reports within Neon CRM to assess health of organization
    - Implement workflows in Neon CRM enabling communication touch points throughout the membership cycle

Required Skills and Qualifications

- **Member/Customer Service Orientation:** Strong interpersonal skills with demonstrated success in building a welcoming culture.

- **CRM and Database Proficiency:** Direct hands-on experience utilizing a donor/member CRM (specifically **Neon CRM** or similar platforms), including processing donations and payments, setting up automated workflows and custom reporting to improve operational efficiency.

- **Financial Workflow and Bookkeeping Literacy:** Understanding of fundamental internal accounting controls, expense coding, AP routing, and reconciliation process management in **QuickBooks Online**; experience acting as a primary liaison to third-party accounting firms.

- **Event Coordination Support:** Experience as a direct liaison with vendors (e.g., catering, venues) and strong organizational skills to plan logistics for small-to-medium in-person and virtual events.

- **Written and Verbal Communication:** Clear, professional writing skills for board reporting, member correspondence, and cross-committee collaboration.

Desired Skills and Qualifications

- **Nonprofit-sector Knowledge:** Familiarity with collective giving models, donor-advised funds, or membership-based philanthropic networks.

- **Committee and Volunteer Management:** Strong preference for individuals with membership management experience, and demonstration of supporting and empowering volunteer committee members to execute operational tasks (e.g., event support).

- **Audit Preparation:** Prior experience gathering documentation and schedules for financial reviews or independent annual audits.

- **Tech Familiarity and AI:** Comfort working with CRMs, digital marketing, design and meeting platforms (i.e., Constant Contact, Canva, Zoom) and some familiarity with website platforms for content updates. Basic knowledge of responsibly leveraging AI productivity tools (e.g., ChatGPT, Copilot) to assist with drafting communications and improving workflow efficiency, while maintaining strict standards for data privacy and accuracy.

Education and Experience

Associate's Degree or High School Diploma/GED required. College degree preferred. Minimum of 3+ years of professional experience managing database workflows (CRM), basic financial routing/bookkeeping, and customer or donor relationship workflows.

Salary Range

$45,000 to $48,000 annually, dependent on experience.

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 jlabar@womensimpactfund.org. To apply, please send a resume and basic cover letter sharing your interest and relevant experience for this role. Applications will be reviewed on a rolling basis; priority will be given to applications received by November 19, 2026. Note that only those candidates invited for screening will be contacted. No phone calls please.