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Position Title: Memberships Manager

Start Date: September 1, 2019

Position Summary: Heterodox Academy (HxA) seeks a high-energy person who knows how to get things done with tact and aplomb to plan and execute all facets of member recruitment, outreach, admission, and engagement, within an intensely collaborative environment. As Memberships Manager this individual will manage and prioritize multiple projects to increase and diversify membership, and respond effectively to requests from our 3,000+ members. The Memberships Manager will often serve as the welcoming face of the organization to current and prospective members, and act as the internal advocate in creating value and service for our membership.

Specific duties include:

- Plan and execute all facets of member recruitment, outreach, and engagement;
- Vet membership applications based on established criteria;
- Processing membership applications, renewals, and resignations, in a timely, organized and kind manner;
- Coordinate and grow the HxDisciplines initiative;
- Maintain and leverage the member database in order to perform outreach and engage HxA's membership;
- Serve as the primary point of contact for all members;
- Plan and execute an annual member assessment, with support from the Research team as needed, and identify opportunities from the results;
- Collaborate with the Marketing Manager and Academic Communications Director to ensure that HxA's messaging is attractive to members, easily communicated by members to their networks, and accurately reflected in all member outreach and messaging;
- Convene, charge, and coordinate standing and ad hoc committees of members, specifically collaborating with the Executive Director, Research Project Manager and Event Planner to support convenings in particular disciplines or areas for growth;
- Advocate for the needs and interests of our members internally;
- Serve as a liaison between members and HxA leadership;
- With the Event Planner, organizing events and activities for existing and prospective members;
- Other duties as required.

Required Qualifications:

- Bachelor's degree strongly preferred, although an equivalent combination of education, training and experience that provides the required knowledge, skills, and abilities will be considered;
- At least 5 years of related experience in member management, sales, or recruitment;
- Excellent customer service skills, with an orientation towards reconciliation and service in all communications;
- Excellent written and verbal communication skills, and the ability to tailor those skills to a variety of different audiences;
- Work well under pressure; ability to prioritize amongst multiple, competing responsibilities, and have exceptional time-management skills;
- Service-oriented and a team player; display positive "can-do" attitude;

- Keen attention to detail;
- Ability to exercise good judgement and independent decision making;
- Demonstrated fluency with the Microsoft Office Suite, Google Suite for Business, Salesforce (or similar database), and Asana project manager (or similar software);
- Prior work in the academic world and/or a non-profit organization a plus.

Duties are performed independently and involve planning, attention to detail, initiative, and follow through. Work is performed without close review and involves knowledge of the organization, its interests, partners, and personnel, and the exercise of frequent independent judgement in making administrative decisions.

This full-time, at-will position starts immediately. While most hours will be scheduled during the work week, for the right candidate we are happy to offer a good deal of flexibility in terms of when they will need to be in the office. Some evening or weekend hours may be required to support high-profile events.

Knowledge, Skills, and Dispositions: You would be a good fit for our team if the following attributes describe you:

- **Team player.** We are a small team that values collaboration, support and engagement. You enjoy being a team player, display a positive, optimistic attitude, have the ability to recognize and celebrate wins of all sizes, are open to constructive, supportive feedback, and demonstrate a commitment to consistently improve both your own performance and that of your team.
- **Political tolerance and flexibility.** We don't care what your politics are, but you must be able to respect and advocate for the inclusion of diverse people with diverse perspectives, including progressive, conservative, and libertarian ideas and scholars.
- **Excellent organizational and process skills,** including the ability to effectively track the status of ongoing projects and find needed documents and information quickly. Ability to independently organize, plan, prioritize, and carry out responsibilities, establish processes for self and others, and to finish tasks by established deadlines.
- **Excellent interpersonal skills.** Personal integrity, professionalism, empathy, resourcefulness, partnership, tact, proactive communication, and a commitment to high standards of work quality and maintaining confidentiality.
- **Persistent and creative problem-solver and opportunity-seeker.** The willingness/ability to anticipate problems, seek out information, and show persistence in finding solutions. We are a young organization with incredible potential to create positive change on college campuses. We seek an entrepreneurial colleague who can help us realize our potential.
- **Excellent oral and written communication skills.** Demonstrated ability to write clearly and powerfully; to edit and proofread; and to ensure high-quality, high-impact work.

Reports To: Operations Director

Direct Reports: None

Location: New York City. 10 months of the year we are in the office, but during the summer we are location flexible!

Position Type: Regular, full-time, exempt

Salary and Benefits: Salary will be \$75,000 - \$85,000 commensurate to industry standards and candidate's prior relevant skills and experiences. HxA also provides strong benefits, including:

- Medical, dental, vision, life and disability insurances;
- A significant health insurance contribution for employees and their families;
- A retirement plan with company matching;
- Additional tax-deferred savings opportunities, such as pre-tax deductions and FSAs;
- Unlimited paid time off, provided the employee is in good standing;
- A performance-based bonus program based on both the individual's and company's performance target acquisition; and
- A demonstrated commitment to the ongoing training and development of each employee, supporting ongoing professional skills development.

To apply for this position, please submit a cover letter and resume/CV to Jobs@heterodoxacademy.org

About the Organization: Heterodox Academy (HxA) is an NYC-based non-partisan, non-profit collaborative of over 3,200 professors, administrators, and graduate students committed to enhancing the quality and impact of research — and improving education — by promoting open inquiry, viewpoint diversity, and constructive disagreement in institutions of higher learning.

We aspire to create college classrooms and campuses that welcome diverse people with diverse viewpoints and that equip learners with the habits of heart and mind to engage that diversity in open inquiry and constructive disagreement. We see an academy eager to welcome professors, students, and speakers who approach problems and questions from different points of view, explicitly valuing the role such diversity plays in advancing the pursuit of knowledge, discovery, growth and innovation.

We work to increase public awareness to elevate the importance of these issues on campus; develop tools that professors, administrators, and others can deploy to assess and then improve their campus and disciplinary cultures; celebrate institutions that make progress on these matters; and cultivate communities of practice among teachers, researchers, and administrators.