

Membership Manager

We're seeking a proactive and strategic team player to lead **membership growth, retention, and engagement**. As the primary contact for members, you'll ensure a high-quality experience while supporting the organisation's goals through data-driven insights and strong collaboration

Key Responsibilities:

- **Membership Management:** Oversee the entire membership lifecycle, including onboarding, engagement, and retention process and initiatives.
- **Member Engagement & Communication:** Develop and implement initiatives that enhance member value, including personalised communications, events, and recognition programs.
- **Database & Reporting:** Maintain accurate membership data, track key metrics, and generate reports to support organisational strategy.
- **Program & Benefit Management:** Support professional development opportunities, networking initiatives, and membership benefit programs.
- **Collaboration & Support:** Work closely with internal teams, branches, and industry stakeholders to align membership activities with the organisation's objectives

Qualifications & Skills Required:

- 3–5 years in membership management, customer service, or administration
- Strong communication and relationship-building skills
- Experience with CRM systems, data tools (Excel, Power BI, SharePoint, Mailchimp)
- Detail-focused with a strategic mindset
- Proven ability to deliver engagement initiatives

Success Metrics:

- Membership growth and retention rates.
- Member satisfaction and engagement levels.
- Data accuracy and reporting efficiency.

This role is ideal for a proactive, strategic thinker with a passion for member engagement and organisational growth. The ability to hit the ground running is essential.

Key Attributes:

- **Strategic Thinker:** Ability to drive membership growth and engagement.
- **Proactive & Organised:** Strong time management and attention to detail.
- **Excellent Communicator:** Builds strong relationships with members and stakeholders.
- **Data-Driven:** Comfortable using CRM systems and analytics for decision-making.
- **Team-Oriented:** Works collaboratively, understands that success is shared, and values contributing to a high-performing team.

This is a Full-Time role, Monday to Friday, working from the National Office in Wellington. This is **not a work from home role**, and this is non-negotiable. To be considered for this role, an interview will take place and references will be conducted. We encourage interested applicants to apply as soon as possible.

Immediate start required, Applicants must hold NZ citizenship or full NZ residency.

How to Apply: Send your CV to:

- anne.smith@jobsmith.co.nz
- kayla.robinson@jobsmith.co.nz