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# Membership & Engagement Manager

Master Joiners Inc is a national association supporting New Zealand's joinery industry. We are looking for a **Membership & Engagement Manager** to drive membership growth, retention, and engagement initiatives. This is a hands-on role where you will be the first point of contact for members, promoting the value of MJI, and ensuring a seamless membership experience.

You will manage the full membership lifecycle—from onboarding new members to renewals—while developing engagement programs, tracking key metrics, and producing reports that help the organisation thrive.

This is a **full-time, office-based role**, and you must be ready to step in and perform from day one.

**Key Responsibilities**

- **Membership Management:** Oversee the entire membership lifecycle, including onboarding, engagement, and retention processes.
- **Member Engagement & Communication:** Develop 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 organisational objectives.

**Qualification and Skills Required:**

- 3–5 years' experience in membership management, customer relations, or administration within a membership-based organisation.
- Proven strong **relationship-building** and **written communication** skills; English proficiency is essential.
- Proficiency in **CRM and data analysis tools** (Excel, Power BI, Mailchimp, SharePoint, Membes) and communication platforms.
- Ability to manage multiple initiatives with a **detail-oriented and analytical approach**.
- Experience in developing and executing engagement strategies to enhance member satisfaction.

**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 people-centred approach. A strong candidate demonstrates empathy, cares about the team, has a proven history of stable teamwork, and possesses exceptional content writing skills. They are resilient, able to help others understand, and understand their role in the machinery of MJI.

**Applicants must have NZ residency.**

This is a full-time, office-based role in Wellington (Monday to Friday). Working from home is not an option.

**APPLY QUICKLY** – we will be reviewing applications and interviewing candidates **as they are received**. Applications close **13th February 2026**, but the role may close early if filled. Shortlisted candidates will be interviewed and reference checked. A pre-employment medical, drug/alcohol test, and Ministry of Justice (MOJ) check may also be required.

**You can email your CV to:** anne.smith@jobsmith.co.nz or kayla.robinson@jobsmith.co.nz to apply.