Membership Manager

About the Organization

The Unicode Consortium is the non-profit open source, open standards body that provides the foundation for everyone to communicate in their own languages — across all platforms and on billions of devices. It is arguably the most widely used software in the world.

Unicode provides a unique number for every character, no matter what the platform, program, or language is — and its broad impact is only possible because of the support of our members and an extensive community of dedicated, passionate volunteers who have worked over 30 years to encode all of the world's scripts and languages and the ever-popular emoji.

Beyond character encoding, Unicode is also the de facto standards and coding package for internationalization, providing the framework that allows currency, time, date, person names, and much more to appear in the format relevant and accurate for the languages of the world — in ways that a native speaker would expect their language to behave. Once organizations implement the Unicode Standards, the expansion into new international and local markets can more easily become a reality.

The organization is now looking to fill several key roles.

About this Position

The Membership Manager will be responsible for designing and implementing the Unicode Consortium, Inc.'s membership and partnership growth and retention strategy in support of the organization's mission.

The Membership is the core constituency of the Consortium. This position will be responsible for:
    (1) cultivating, retaining, and growing the member and partner base of the organization
    (2) supporting organizational sustainability
    (3) ensuring that the organization meets and continuously improves its value to members and partners

This individual will lead the development, implementation, and evaluation of membership and partnership growth strategies, as well as day-to-day management of engagement. This key leader works closely with the CEO and other team members to achieve goals while delivering and ensuring the highest level of service.

This is a part-time position with flexibility to work remotely. On a weekly basis, there are roughly 3-4 hours of set meetings. Most other internal facing support work can be done asynchronously. While the organization is more than 30 years old, in many ways we still operate like a start-up. Each team member wears multiple hats and daily activities can range from the most tactical to strategic.

This position has no direct reports, but requires engagement with additional stakeholders, including volunteers, contributors, and contractors. This position reports to the CEO and collaborates with other team members.

Responsibilities
- Set and achieve annual revenue goals for individual and organizational membership, including recommendation to BOD for membership benefit tiers and pricing
- Solicit, track, and collect renewals from existing members
- Identify, approach and close new members and partners, including coordinating the efforts of individual Board members
- Develop strategies and programs to stimulate engagement to support technical contributions and overall retention
- Build prospects lists and messaging
- Work with CEO and other team members on the definition and execution of member engagement activities, including: on & off-line seminars/workshops, development of a content library, newsletters, blogs, etc.
- Advocate for members within the organization
- Identify opportunities and collaborate with colleagues to enhance member benefits and services offered by Unicode
- Support partnership opportunities and manage partnerships with other related organizations and groups to help recruitment and retention of membership
- Ensure accuracy and integrity of data in the CRM and associated reports

Qualifications
- Minimum of three years of experience in membership and constituent management preferred
- Demonstrated experience in growing membership/customers and strengthening membership customer retention
- An understanding of the tech industry is strongly preferred; contacts in internationalization and localization are a huge plus
- Demonstrated problem solving skills with stakeholders, anticipate needs, determine priorities and meet deadlines
- Exceptional organizational skills with attention to detail
- Experience with database management
- Strong interpersonal skills and commitment to a high level of customer service
- Demonstrates excellent oral and written communication skills in order to interact effectively with members and customers outside the organization
- Ability to prioritize and follow through effectively
- Passion, humility, humor, integrity, positive attitude, mission-driven
- Bachelor's degree preferred, or equivalent combination of education, training, and experience

This is a 50% salaried position, remote (US only), salary range from $37k-40k/yr based on experience.

Interested? Please email a letter of interest and resume to: candidates@unicode.org. Include position title in the "Subject" line. Resumes with a letter of interest demonstrating direct experience will receive priority consideration.