



Volunteer Position Name	Membership Manager
Direct Supervisor	Jasmine Souers, President and CEO
Department	Marketing and Resource Development

Organization Mission

The Missing Pink Breast Cancer Alliance connects change agents to improve the lives of people of color affected by breast cancer. We harness the power of patient advocacy and support and innovation through collaboration to eliminate barriers to quality healthcare, increase patient advocacy, and improve quality of life.

Our Mission

The Missing Pink Breast Cancer Alliance aims to improve the lives of people of color affected by breast cancer.

Our Vision

A breast cancer community that works collaboratively in the pursuit of health equity to better serve and support people of color.

Our Values

At The Missing Pink Breast Cancer Alliance, we believe in:

- Innovation and the power of possibility
- Collaboration rooted in integrity, sustainability and goodwill
- Representation guided by diversity, equity and inclusion



Purpose of Position

The Membership Manager is responsible for developing and executing a strategy to grow membership revenue and profitability through new and existing memberships. This includes managing customer service, as well as working with third-party partners to ensure that the organization maximizes its membership offerings.

Key Tasks and Responsibilities

- Provide support for members with any questions or issues they may have with their memberships
- Develop new member referrals, including incentive programs and marketing campaigns
- Develop strategy for membership program and implement changes to it as needed in partnership with CEO
- Ensure compliance with company policies related to memberships
- Help identify potential contributors and guests for TMP media opportunities

Skills and Qualifications

- Comfortable in fast-paced, start-up style environments
- Outstanding customer service, sales, and analytical skills
- Good oral and written communication skills
- Excellent knowledge of MS Office programs, Google Workspace, content management systems like WordPress and social media management platforms
- Excellent negotiation skills.
- Good customer oriented mindset.
- Excellent problem solving and conflict resolution abilities.



Setting and Schedule

This position is remote and will require approximately 12 hours a week. Typical work schedule is Monday - Thursday; however, evening and weekend team meetings may be required.

Training and supervision

This position is for a creative trailblazer, looking to use their experiences to lay the groundwork for a game-changing organization. While we will provide materials about our organization, an organization orientation and training on organization technology, we will work closely together to understand the needs and requirements to help this new position be successful in every way.

Screening

Volunteers are subject to a criminal background check.

This description does not contain a comprehensive inventory of all responsibilities and qualifications required of all team members assigned to this position. It is intended to describe the key elements relative to each section. Duties and/or requirements of this position may be modified, added or deleted at any time. This supersedes all descriptions previously written for the same position. Unique equivalent skills and experience may possibly substitute for required position requirements.

The Missing Pink Breast Cancer Alliance is an Equal Opportunity Employer.