



**CHIRLA**  
Coalition for Humane  
Immigrant Rights

## **JOB ANNOUNCEMENT**

**POSITION:** Membership Manager

**SALARY:** CHIRLA offers a competitive salary based on qualifications and an excellent benefit package, which includes generous time off benefits, 401K Plan, health, dental and vision plans.

**CLOSING DATE OF THIS POSITION:** Open until filled

The Coalition for Humane Immigrant Rights (CHIRLA) is a non-profit organization founded in 1986 to advance the human and civil rights of immigrants and refugees in Los Angeles. As a multi-ethnic coalition of community organizations and individuals, CHIRLA aims to foster greater understanding of issues that affect immigrant communities, provide a neutral forum for discussion, and unite immigrant groups to more effectively advocate for positive change. CHIRLA's programs include coalition-building and convening of organizations, advocacy around issues affecting immigrants and refugees, community education, service provision and technical assistance, and organizing and leadership development for immigrant workers and youth.

### **POSITION DESCRIPTION:**

CHIRLA is looking for a Membership Manager who will coordinate existing programs and benefits with member's needs. Marketing appeal and communications should be the primary functions in order to acquire, retain and increase membership and giving. Manager will conduct periodic member interviews to determine what products and services CHIRLA's members most want and need, as well as frequency of usage.

### **DUTIES AND RESPONSIBILITIES:**

- Develop strategies to increase membership;
- Develop acquisition, renewal, and upgrade program strategies;
- Develop at least three activities for the membership during the year;
- Write a membership article for each newsletter;
- Write membership appeal, renewal, and upgrade letters;
- Supervise membership database, data entry standards;
- Work with the Development Director to find sponsorships for membership activities;
- Regularly evaluate membership benefits and value;
- Work with Finance department to ensure financial tracking of membership;
- Coordinate, manage, track, and evaluate all membership and renewal activities including new member, renewal, and potential member mailings;
- Assist the development team write grants as necessary for the membership program;

- Regularly evaluate the quality of service delivered to members through annual surveys, constant feedback mechanisms, and observation;
- Design membership materials including brochures, flyers, social media messaging and other marketing materials;
- Act as a membership spokesperson for the organization;
- Generate membership communications mailing lists;
- Coordinate membership bulk mailings;
- Prepare monthly and quarterly reports;
- Prepare grant reporting as necessary;
- Staff the volunteer membership committee;
- Develop services needed by members;
- Develop the membership budget.

### **QUALIFICATIONS AND SKILLS:**

- Bachelor's degree or equivalent experience in marketing, communications and/or development;
- Ability to develop and analyze membership numbers and reports;
- Ability to budget;
- Organizational skills;
- Proficient in basic software programs: MS Word, Excel, Outlook;
- Proficiency with a CRM/ database management preferable experience with Salesforce;
- Five years of membership or related experience;
- Supervisory experience;
- Experience working with direct mail vendors, prospect list trading and renting
- Bilingual English/Spanish required;
- Experience working within a multi-ethnic/multi-cultural environment;
- Experience with program management and leadership;
- Strong interpersonal communication and negotiation skills;
- Ability to work independently with minimal supervision and as part of a team;

**To apply, send résumé and cover letter to; [jobs@chirla.org](mailto:jobs@chirla.org)**

**To apply by standard mail send materials to:**

**Coalition for Humane Immigrant Rights (CHIRLA)**

**Attn: Human Resources**

**2533 W. 3rd St., Suite 101**

**Los Angeles, CA 90057**