Membership Specialist

Reports to: Executive Director
Position: Contract, 12 Months, 10 hours/week
Supervises: None
Location: Remote

POSITION SUMMARY
The Membership Specialist supports the organization's membership program and helps promote its mission and activities to members and the broader community. This position is responsible for maintaining membership records, communicating with current and prospective members, assisting with membership recruitment and renewals, and supporting basic marketing, social media, and promotional activities.

This is an ideal position for someone who is organized, friendly, detail-oriented, and comfortable communicating with a variety of people. The Membership Specialist will work closely with staff and volunteers to help strengthen member engagement and increase awareness of the organization and its mission.

KEY RESPONSIBILITIES

- Maintain accurate and up-to-date membership records and contact information.
- Process new memberships and membership renewals.
- Prepare and send membership acknowledgments, renewal notices, and other routine correspondence.
- Respond to basic membership questions by phone and email.
- Assist with recruiting new members and encouraging existing members to renew.
- Track membership numbers, renewals, and other basic membership statistics.
- Help identify members who may be interested in becoming more involved with the organization.
- Assist with member communications, including newsletters, email announcements, and event invitations.
- Provide membership lists and reports as requested.
- Support membership events, meetings, and other member engagement activities.

QUALIFICATIONS

- Strong organizational skills and attention to detail.
- Excellent written and verbal communication skills.
- Friendly and professional manner when working with members and the public.
- Comfortable using email, Microsoft Office and Google Workspace, basic database systems.
- Familiarity with social media platforms such as Facebook and Instagram.
- Experience with Canva, Mailchimp, or similar programs.
- Ability to manage multiple tasks and meet routine deadlines.
- Ability to work independently as well as collaboratively with a small team.
- An interest in the organization's mission and nonprofit/community work.

EDUCATION AND EXPERIENCE
Minimum of an associate's degree in communications, marketing, public relations, journalism, or a related field (or equivalent experience). A clean CORI/SORI background check is required and will be completed prior to employment, and annually thereafter.

WORK SCHEDULE
The organization and scheduling of the Membership Specialist duties are at the responsibility of the individual, though priorities are dictated by the President/Executive Director. This position is scheduled to work Monday-

Friday between the hours of 9:00-5:00 p.m. Additional hours may be required for special projects. Some community engagement and program attendance may be required outside of normal business hours.

COMPENSATION
This is an independent contract position that is paid monthly at $20/hour for a total of 10 hour per week, 520 hours a year.

TO APPLY
Email resume and cover letter to hiring@preservationmass.org. Hiring timeline is 2-4 weeks.

ABOUT PRESERVATION MASSACHUSETTS
Preservation Massachusetts (PM) is the statewide historic preservation education and advocacy organization dedicated to preserving the Commonwealth's historic and cultural heritage. We work with everyone from individuals to organizations and businesses striving to revitalize their communities, historic buildings and landscapes through preservation while making true economic impact, creating jobs, and investing in our existing resources to enhance our collective quality of life.