



Position Description

Position Title: Manager, Membership
Classification: Exempt, full-time
Reports to: President

OVERVIEW:

The Transport Project seeks a dynamic individual to join a team dedicated to serving as the national voice advancing the growth and deployment of practical, clean, gaseous fuels for transportation.

The Transport Project is a national coalition of roughly 200 fleets, vehicle and engine manufacturers and dealers, servicers and suppliers, and fuel producers and providers dedicated to the decarbonization of North America's transportation sector. Through the increased use of gaseous motor fuels including renewable natural gas and hydrogen, the United States and Canada can help achieve ambitious climate goals and greatly improve air quality safely, reliably, and effectively without delay and without compromising existing commercial business operations.

SUMMARY OF POSITION:

Is this you? Serving as the membership manager, you will be responsible for all aspects of member services, from first point of contact to organizing outreach to engaging current members to helping formulate strategies to recruit and retain industry players from all corners of the gaseous- and diesel-fueled transportation sectors. The membership manager oversees the organization's membership strategies: Attracting new members, retaining existing members, managing member data, developing engagement initiatives, and analyzing membership trends to grow a healthy and active membership base.

ROLES & RESPONSIBILITIES:

Membership Acquisition

- Develop and implement strategies to attract new members through outreach campaigns, marketing materials, and networking at industry events
- Work with members of the Executive Committee and Board of Directors to guide and support peer-to-peer membership recruitment efforts
- Create, maintain, and distribute membership-related communications through various channels like email, website, and social media
- Develop membership collaterals and prospective member marketing materials and solicitation packages



Membership Retention and Engagement

- Develop annual organization-wide strategy to deliver strong member benefits, ensuring ample engagement opportunities, promoting access to industry subject matter experts, and keeping our diverse group of members actively involved in the association
- Collaborate with the Manager, Finance, Operations & Member Solutions to support the successful membership renewal process, including sending reminders and addressing member concerns
- Respond to member inquiries, resolve issues, and provide support regarding membership benefits
- Maintain quality relationships with key member contacts, specifically member company representatives responsible for corporate memberships and their finances

Membership Administration

- Along with Manager, Finance, Operations & Member Solutions, support related administrative tasks associated with membership services and billing, as needed
- Reestablish and staff a Membership Committee, providing regular reports to the President and Executive Committee

Membership Data Management and Reporting

- Along with Manager, Finance, Operations & Member Solutions, maintain accurate member data including contact information, demographics, and membership status with the organization's association management system
- Collaborate with key membership contacts (member delegates) to ensure membership rosters and data are updated consistently
- Implement and track key membership metrics like acquisition rates, retention rates, and member engagement levels to identify trends and inform strategic decisions
- Develop and maintain business intelligence tools and dashboards to track membership engagement and drive membership growth

Other duties as may be assigned

KNOWLEDGE & CAPABILITY REQUIREMENTS:

- A minimum of 5 years of experience in account management, fleet management, or B2B client relationship management. Demonstrated ability to set and achieve objectives. Association membership experience is a plus; experience in the on-road transportation industry preferred
- Bachelor's degree required. Directly related work experience may be substituted for the formal education requirement if applicable
- Exemplary attention to detail and accuracy
- Problem-solving and conflict resolution skills



- Past work experience in providing best-in-class customer service skills and advancing member-facing external relations; ideal candidate will have a history of executing a seamless, responsive, and positive membership experience
- Proficiency with MS Office applications is vital. Experience with membership software like Member365, Quickbooks, and other platforms helpful
- Exceptional written and verbal communications skills, as well as the ability to create and give internal and public presentations and to concisely convey matters clearly and effectively through emails, letters, and brief reports
- Ability to work as a valued member of a small team; willingness to perform other professional duties and responsibilities as assigned. Interest in building and maintaining internal and external partnerships
- Capacity to work under pressure, meet deadlines, and handle rapidly shifting priorities. A quick learner is sought
- Basic understanding of legislative, regulatory and political processes
- Physical ability to lift and move objects weighing up to 50 pounds
- Some domestic travel may be required

LOCATION:

The position is based in Washington, DC, although consideration may be given to alternative worksite arrangements.

COMPENSATION:

Compensation based upon relevant experience. A comprehensive benefits package is also available.

TO APPLY:

Please email a brief cover letter expressing qualifications, interest, and salary expectations along with a current resume to Daniel Gage at careers@transportproject.org. No phone calls, please.

posted January 2025