Membership & Engagement Manager

Location: Remote (U.S.)
Salary Range: Competitive; commensurate with experience
Reports to: Director of Membership and Marketing
FLSA Status: Exempt

Organization Overview

NPWH is the professional community for Women's Health Nurse Practitioners, students, and other advanced practice registered nurses who provide women's and gender-related healthcare. We set a standard of excellence by generating, translating, and promoting the latest research and evidence-based clinical guidance, providing high-quality continuing education, and advocating for patients, providers, and the WHNP profession.

Our mission includes protecting and promoting a woman and all individuals' rights to make their own choices regarding their health and well-being within the context of their lived experience and their personal, religious, cultural, and family beliefs.

We envision a world where WHNP-BCs and all APRNs who provide women's and gender-related healthcare are esteemed pioneers in fostering a just, healthy, and equitable society.

Position Overview

The Membership & Engagement Manager is a key member of the Membership and Marketing team and is responsible for the operational excellence, growth, and continuous improvement of NPWH's membership program. Reporting to the Director of Membership and Marketing, this exempt position leads membership operations, member engagement, data management, analytics, and member service delivery. The manager serves as the organization's subject matter expert for membership systems and processes, ensuring an exceptional member experience while supporting strategic membership growth, retention, and engagement.

Core Competencies

- Member-centered service and relationship management
- Strategic thinking and continuous improvement
- Project and workflow management
- Association Management System (AMS) proficiency
- Data analysis and business intelligence
- Strong written and verbal communication
- Collaboration and influence across departments
- Initiative, accountability, and sound judgment
- Attention to detail and operational excellence

Core Responsibilities

Membership Growth & Engagement

- Support implementation of strategies to recruit, retain, and engage members.
- Partner with Marketing on membership campaigns, communications, and promotions.
- Monitor member engagement trends and recommend improvements to the member lifecycle.
- Support delivery of member benefits and value propositions.

Membership Operations & Technology

- Lead day-to-day membership operations, including oversight of membership records, renewals, onboarding, and business processes.
- Maintain the integrity of the Association Management System and related integrations.
- Develop, document, and improve membership workflows and standard operating procedures.
- Ensure timely, accurate, and responsive member service.

Analytics & Reporting

- Develop membership dashboards, KPI reports, and trend analyses for leadership and the Board.
- Monitor recruitment, retention, engagement, and renewal metrics.
- Use data to recommend operational and strategic improvements.

Cross-Functional Collaboration

- Collaborate with Finance, Education, Meetings, Marketing, and Operations to support organizational initiatives.
- Serve as the internal resource on membership data and business processes.
- Support conference registration, continuing education initiatives, and organizational projects.
- Perform other duties as assigned consistent with the responsibilities of the position.

Success Measures

- Maintain accurate, timely, and reliable membership data.
- Achieve high member satisfaction through responsive service.
- Deliver accurate membership reporting and actionable insights.
- Improve operational efficiency through documented processes and workflow enhancements.
- Contribute to measurable improvements in membership recruitment, retention, and engagement.

Qualifications

Required

- Bachelor's degree or equivalent combination of education and experience.
- Five or more years of progressively responsible experience in membership, association, nonprofit, or customer success management.
- Experience administering an Association Management System (AMS).
- Strong analytical skills and advanced Microsoft Excel proficiency.
- Excellent organizational, communication, and project management skills.

Preferred

- Experience with Your Membership or similar AMS platforms.
- Experience creating KPI dashboards and membership analytics.
- Experience supporting volunteer leaders, committees, or association governance.

Working Environment

This is a full-time, exempt, remote position. Occasional travel, including attendance at the NPWH Annual Conference and other organizational meetings, is expected. The position requires the ability to collaborate effectively across multiple time zones and work independently in a virtual environment. NPWH bases its workday on an east coast 9 am to 5 pm structure, with evening meetings as required for support of volunteer committees.

Compensation & Benefits

NPWH offers a competitive salary, comprehensive benefits package, professional development opportunities, and a collaborative, mission-driven work environment. The salary range for this position, comensurate with experience is $85,000 to $110,000.

How to Apply

Qualified candidates should submit a cover letter and resume as one pdf. Email the package to info@npwh.org. In the subject line of the email state Membership & Engagement Manager.

Application Deadline: August 24, 2026 at 5 pm ET.

Equal Opportunity Employer

NPWH is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Employment decisions are made without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, veteran status, or any other characteristic protected by applicable law.