



Membership and Program Associate

Position Overview:

Main Street's mission is to create dynamic opportunities through affordable, inclusive housing and community engagement so people of all abilities can live their best lives. The Membership and Program Associate supports the development and execution of membership engagement and program delivery efforts at Main Street. This role works closely with the Director of Engagement (DOE), Executive Director (ED), and other team members to help strengthen the member experience, assist with programming, and ensure operational excellence across membership and program functions.

Membership:

- Assist in implementing membership retention and growth efforts, including outreach, marketing, and engagement initiatives
- Support campaigns and outreach efforts to recruit new members
- Help ensure membership benefits are clearly communicated across digital and print channels
- Coordinate with staff to help promote membership through partnerships and community channels
- Process new member applications and facilitate the onboarding experience
- Serve as a responsive point of contact for member questions and concerns
- Maintain accurate member records and track updates in Neon CRM
- Assist with membership renewal processes and renewal communications
- Coordinate logistics and communications for member-specific events in collaboration with the DOE and program team

- Collect and track member feedback and survey responses; contribute to reporting and analysis
- Maintain and update membership materials
- Manage the weekly member communications (e.g., member newsletter)
- Assist with coordinating annual member evaluations and feedback sessions
- Support resolution of minor conflicts or incidents among members with guidance from senior staff

Program/Event Support:

- Follow Main Street's programming principles (rooted in universal design)
- Create presentations and flyers for programs and events
- Create outlines for programs and events
- Contribute to the communications plan for programs and events
- Contribute during seasonal program mapping sessions
- Collaborate on development of all new and current programs with the Main Street team
- Work with volunteers to ensure Main Street's principles and standards are met in programs and events
- Maintain organized program records

Program/Event Implementation:

- Set up member Mainstay programs, and other program and events as assigned, in Neon CRM
- Support and maintain programs/events calendars to ensure they are updated for consistency
- Support event registration in Neon CRM
- Coordinate program communication including RSVPs, confirmations, expectations, supply lists and day-of reminders utilizing Neon CRM

- Facilitate programs based on need, expertise and fostering relationships with members, leading Mainstay programs as needed
- Track participation, gather feedback, and contribute to ongoing evaluation of programs
- Assist individual members as needed with registration and program participation
- Fill in for staff, facilitators and volunteers as needed
- Record relevant sessions and upload to video library
- Work with program team on program survey and results review to help ensure member satisfaction with programs

Other Program-Related Tasks:

- Work with program team to ensure that all materials are available, spaces are reserved and set up, and any promotional materials are developed and distributed in advance of programs
- In conjunction with program team, ensure that, if the program has a virtual component, Zoom or other links are created and shared prior to event
- Contribute and work with program team to promote any/all events

Other Duties:

- Maintain a safe and appropriate environment for programming
- Maintain files and records relative to programming
- Ensure Main Street policies and procedures, Code of Conduct, and safety and emergency protocols are followed
- Complete incident and accident reports as needed
- Work as an active team member with other Main Street staff and management
- Maintain organization of Membership SharePoint Folder
- Other duties as assigned

Qualifications:

- Undergraduate degree in related field
- 1-2 years experience in a relevant field
- Highly organized with attention to detail
- Ability to identify and resolve issues
- Ability to manage multiple tasks and adapt to changing needs
- Data entry and basic data analysis experience preferred
- Excellent time management and problem-solving skills
- Strong communication skills, written and verbal
- Strong interpersonal skills and demonstrated ability to build and maintain relationships with a wide array of people
- Collaborative and confident
- Tech-savvy with experience using Microsoft Office and other standard tools
- Self-starter, self-disciplined
- Team-oriented and mission-driven
- Positive attitude, flexible, and eager to learn
- Kind, creative and mission driven

If interested in this amazing opportunity, please send a resume and cover letter to Tara at info@mainstreetconnect.org.

The salary range for this position is between \$50-\$56K, based on experience and skills, with the added potential for a performance-based bonus. Hours are staggered based on program needs as you will be expected to work some evenings, some weekends, and community events.