



**Job Title:** Senior Manager of Member Experience

**Start Date:** Early to mid-September 2024

**Salary:** \$95,000-\$105,000

**Location:** Remote position with occasional travel expected. Required travel to NYC for quarterly in-person staff meetings and travel to the annual Designing Cities Conference. We are open to all US-based candidates with permanent United States residency.

The National Association of City Transportation Officials (NACTO) is seeking a people-oriented, systems-forward engagement professional to join our team as a full-time **Senior Manager of Member Experience**. This role will focus on managing and driving an impactful, holistic, people-first membership experience for our 100 member agencies (and growing) and their staff.

The Senior Manager, Member Experience, using strong communication and systems-implementation skills, will be a major driver and voice in welcoming and onboarding new members into our community and supporting to retain our current members. This person will manage the structure and system for member engagement and membership affairs, consistently seeking ways to uplevel the process for seamless and clear organization, alignment, and communication with our members.

Managed by the Director of Engagement, this person will work within the Engagement Team, and collaborate with all NACTO staff to develop a keen understanding of NACTO members in order to get to know their strengths, needs, and challenges in order to offer continuous opportunities for inspiring and activating engagement within our membership base. The position will be remote with some travel to member cities and NACTO events, such as the annual Designing Cities Conference, as needed. Interest in transportation is required while experience working in transportation is highly preferred in this role.

### **Who we are**

NACTO is a nonprofit association of 100 major North American cities and transit agencies (and counting), formed to exchange transportation ideas, insights, and practices and cooperatively approach national transportation issues. Our members include cities such as Philadelphia, Atlanta, New Orleans, and Houston, and transit agencies such as LA Metro and Chicago Transit Authority. Our mission is to build cities as places for people, with safe, sustainable, accessible, and equitable transportation choices that support a strong economy and vibrant quality of life. Our staff team is passionate, outcomes-oriented, and committed to challenging the status quo in

transportation and raising the bar for city streets. Our values include fostering community, centering justice, striving for impact, and leading with imagination.

The Engagement Team at NACTO is composed of three core areas that touch all the work at NACTO: (1) Membership & Member Engagement (2) Capacity Building (3) Events (including the annual Designing Cities Conference). As a membership organization whose goal is to build a connected, mutually-supportive community of professionals in city transportation departments and transit agencies, the Engagement Team supports our members by providing a member engagement platform that offers them information, resources, inspiration, and tools to make change in their communities. The Engagement Team works cross-collaboratively with the Policy & Practice team to convene, activate, and inspire members through working groups, peer networks, committees, learning/collaboration spaces and fellowship programs.

### **Who you are**

You are a connector and feel excited by the opportunity to listen to members, facilitate and present to members, and share information in virtual and in-person meetings in order to stoke their interest in NACTO and get them excited about either joining our membership base or remaining in our network. You know how to gracefully navigate conversations with members about their lived experiences, gathering feedback on their challenges, triumphs, and interest areas in order to inform the events, programmatic offerings, resources, technical, and policy work that NACTO leads for its members. You're knowledgeable about all of our offerings and resources, and know how to point members in the direction of the appropriate NACTO resources when they need support in order to do their best work.

You're organized, efficient, and proactive when it comes to creating systems and processes to manage a network of people with unique identities and needs. You're no stranger to a spreadsheet, navigating a database, utilizing a project management app, or Google Doc and you're interested in staying on the cutting edge of learning technologies such as Forj and Hubspot that we use to support our members. You look for gaps in your logistical systems in order to strengthen your work and our connection to our members. You are energized by the prospect of creating membership-related materials, documents, presentations, and other informational formats that support your presentations to members.

You're an active listener and you know how to create an internal feedback loop, connecting with internal team members when you receive information from our members on how we can take action to better serve them. You recognize that connecting people to information is a necessary aspect of membership work and are actively connecting-the-dots in order to connect people to each other and to resources.

Thought partnership is a core value of yours as you'll be working with the Director of Engagement to develop a member engagement framework that provides consistent and predictable offerings to our members. You're an expert collaborator and you're excited to work

across our holistic and collaborative organization to connect staff to our members when our members have questions that require staff support. You know how to balance the collaborative process with delivering projects and initiatives for more stimulating and inclusive member experiences in our network.

To be successful in this job, you will excel in the following key areas:

- **Strong project management and operational infrastructure building**
  - You understand that a solid membership base is bolstered by a strong operational and logistical infrastructure and you value keeping our membership base organized by using project management apps and other software such as HubSpot, Slack, Monday, and Forj to document and archive all membership information
- **A customer service mindset and strong communication skills**
  - You know how to listen actively and respond thoughtfully to our members in order to ensure that they have the best experience possible within our network. You know how to communicate and connect with sponsors who desire to contribute to our organization and conference, ultimately benefiting our members.
- **Building, maintaining, connecting, and energizing a membership base**
  - You hold a big picture vision of how to build and sustain a member base over the course of time and keep them interested, excited, and inspired to work toward a collective vision
- **Collaboration with internal team members to devise a sustainable framework to support the program over time**
  - You value cultivating the internal connections necessary to keep your internal team members apprised of happenings within our membership base so that they can connect membership work to their own workstreams. You proactively communicate, sharing ideas, gaps, and opportunities for collaboration. You're prepared to actively engage in thought partnership with the Director of Engagement to advance membership strategy, making recommendations and actively searching for solutions to challenges.
- **Engaging with equity within transportation**
  - You're comfortable with engaging with people of diverse backgrounds and identities and you understand that the transportation sector has a complex history that has created inequities for communities of color, disabled people, low income people, and other marginalized communities. You are committed to engaging in transportation work that repairs harm and opens the door to opportunities for marginalized communities.

#### **Core Responsibilities Include**

- **Member engagement and relationship-building:**

- You have at least moderate experience managing and interfacing with a diverse network of practitioners or members inhabiting a variety of different identities and needs who operate at different levels of their careers. You are comfortable being the first point of contact with NACTO members and prospective members, meeting with them to offer information about our membership structure and offerings. You are diligent and know how to follow up with members on their membership inquiries to ensure that they have the information, resources, and tools to seamlessly enter our membership network.
- Once within the membership network, you are comfortable onboarding members and acting as the lead point of contact with members on the payment of their annual membership dues, in collaboration with the Director of Engagement and Finance team. You are able to communicate with members effectively, thoughtfully, and in a timely fashion both in-person and virtually, ensuring that they feel welcome and that they are clear on the tools and resources available to them.
- You are excited to embark on developing, supporting, and engaging in virtual and in person events in order to ensure that all of NACTO's events are aligned with members' needs and the overall organizational mission. You are comfortable communicating to the internal team about the successes, challenges, and opportunities that you are experiencing as it relates to member engagement in order to ensure that everyone's workstream is connected and aligned in service of our members.
- **Managing the logistics of a mission-driven membership base:**
  - You are invested in utilizing thoughtful operational practices in order to ensure that our membership base is supported by a sound logistical infrastructure. You utilize the administrative and project management systems necessary to ensure that all member communications as well as the overall vision for the membership program are both archived and documented.
  - You utilize apps such as HubSpot and Forj to track communications of NACTO members in order to ensure that we have up-to-date information and records on their engagement with us. You understand that a membership base is only as strong as its administrative system, so you consistently uplevel your skills as a systems-thinker and project manager. You recognize the importance of data and analysis in the process of building and maintaining a strong membership network and you actively seek opportunities to survey our membership base and lend a keen eye to evaluating how to use their feedback to strengthen our work.
- **Systems Implementation**
  - You are a systems thinker and systems implementer. You understand how to create an internal feedback loop in order to strengthen the member experience with NACTO. You know how to take what you learn from members about their needs, document it, and translate it to your internal team members so that this information can inform and guide our work and the peer-to-peer connections we make. You know how to create a structure and system for archiving all of the

internal and external information that you're receiving about member needs as well as the actions that the organization takes to respond to these member needs.

## Qualifications

NACTO does not have minimum requirements for education or professional experience. We encourage all candidates with relevant experiences and professional backgrounds to apply. Generally, we expect qualified candidates would have the following baseline experience for a Senior Manager at NACTO:

- A proven track record and moderate to significant professional experience as a subject matter expert in at least three core responsibilities of the role.
- A proven track record and moderate professional experience with collaborating on strategic visioning.
- A proven track record and moderate to significant experience as a project manager on both short-term projects and large scale, multi-year projects.
- A proven track record and at least moderate experience engaging with race, equity, and transportation policy issues.
- A proven track record and at least moderate experience with collaborating with a diverse team across varying career levels in a matrixed work environment.

## How to Apply

**[Please use this application](#)** to apply for the role. **The application is due on Friday, July 19th at 9:00 am EST.** Please note that we cannot accept late submissions. No calls or email inquiries please.

*NACTO engages in a negotiation-free practice for salaries and benefits that is aligned with our internal equitable compensation plan. We seek to offer competitive salaries and benefits that are aligned with market research and the requirements of the role. All salary offers are based on a combination of factors including years of experience and core competencies instead of a candidate's ability to negotiate a salary.*

*NACTO is committed to workplace diversity and inclusion. We are equal opportunity employers and do not discriminate in hiring or employment on the basis of race, color, religion, national origin, gender identity, marital status, sexual orientation, age, disability, veteran status, or any other characteristic protected by federal, state, or local law. We offer competitive salaries based on a nonprofit scale and commensurate with experience. Benefits include accrued PTO and family leave; healthcare, dental and vision insurance; expanded disability and life insurance; retirement savings plan; and pre-tax commuter benefits.*