



## **JOB DESCRIPTION**

### **Membership Manager**

**POSITION TYPE:** Full Time with benefits

**REPORTS TO:** Chief Operating Officer

**WORK LOCATION:** Central Michigan University Research Corporation, Multiple Great Lakes Bay Region locations. Position is onsite and headquartered in Saginaw.

#### **POSITION SUMMARY:**

The Membership Manager is the frontline for all member engagement and facility details. Responsible for handling a wide range of administrative and on-site support. Responsible for handling a wide range of facility and client management. The primary point of contact for coordination of space and member engagement on site and in virtual membership portals. Qualified candidates must be able to perform under pressure, while remaining flexible, proactive, resourceful, and efficient, with a high level of professionalism and confidentiality.

#### **JOB REQUIREMENTS:**

3-year's qualifying experience or education, AND a positive, high energy, hardworking attitude.

#### **SPECIFIC DUTIES:**

Progress the vision of CMURC by managing memberships, member engagement, and facility-related plans. Responsibilities include, but are not limited to:

- Assist with client retention and recruitment efforts for regional space memberships.
- Assist in the coordination, implementation, and execution of team and individual goals ensuring consistency with brand and priorities.
- Support clients with member portal activation, profile setup, meeting room reservations, and any additional assigned by supervisors.
- Handle flex space opportunities, and prepare orientation communications, invoices, and facility access.
- Responsible for on-site facility support as the primary point of contact for coordination of all technology, equipment, and other shared office services.
- Manage contracts, memberships, and subscriptions using comprehensive CRM software
- Responsible for troubleshooting and problem-solving facility challenges daily.
- Manage Salesforce and stakeholder reporting including leads, intakes, connections, opportunities, board of directors, MEDC, and any additional assigned by supervisors.
- Acts as liaison between clients and supervisor as it relates to business activities and portfolio of clients utilizing program learning management system.
- Foster an entrepreneurial culture within the organization utilizing regional space and program opportunities.
- Deliver timely results of scheduled tasks and coordinate with various team members.
- Additional duties as assigned



**INTERNAL:** Will work closely with the COO, but will also align with the broader direct and indirect CMURC team.

**EXTERNAL:** Will interface broadly across a wide spectrum of business and association staff at all levels. This will include current clients, potential start-up companies/associations, other regional colleges and universities, other private sector enterprise incubation centers, entrepreneurial projects & private sector businesses.

**POSITION REQUIREMENTS and DEMONSTRATED SKILLS/KNOWLEDGE:**

- Good business acumen and strong organization skills
- Strong communication skills, both verbal and written
- Ability to work in and build a team
- Able to work independently but within strategic framework
- Can handle many projects/assignments at the same time

**OTHER REQUIREMENTS:**

- Must be efficient at utilizing computer-based tools to accomplish tasks.
- Light travel and few nights or weekend shifts.

**TECHNOLOGY:**

- Calendar and Email: Microsoft Outlook
- Customer Relationship Management System: Salesforce
- Microsoft Office Suite: Excel, PowerPoint, Word

**CENTRAL MICHIGAN UNIVERSITY RESEARCH CORPORATION (CMURC)**

CMURC is a not-for profit, diverse and professional coworking space with accelerator programs focused on product and strategic development for entrepreneurs to positively impact the economy in the Great Lakes Bay Region. It brings together local, regional and statewide partners to accelerate the success of entrepreneurs, growing businesses, and jobs by leveraging the resources of Central Michigan University, the Mount Pleasant SmartZone, and the Michigan Economic Development Corporation's 21st Century Jobs Trust Fund. Learn more about CMURC at [www.cmurc.com](http://www.cmurc.com).

CMURC is an equal opportunity employer and is committed to equal opportunity without regard to race, religion, color, sex, age, national origin, citizenship, disability or any other basis of discrimination prohibited by applicable local, state or federal law. In addition to compliance with federal EEO statutes, CMURC complies with applicable state and local laws governing nondiscrimination. This policy applies to all terms and conditions of employment, including but not limited to the following:

- Recruitment, hiring, placement, transfer, promotion, and demotion
- Training, development, and educational assistance
- Compensation and benefits
- Educational, social, and recreational programs
- Discipline and Termination of employment
- Employment decisions, subject to the legitimate business requirements of the CMURC, are based solely on the individual's qualifications, merit, behavior and performance.