



JOB TITLE: Membership Coordinator

LOCATION: Remote; National Federation for Catholic Youth Ministry headquartered in Washington, D.C.

The National Federation for Catholic Youth Ministry, Inc. (NFCYM) is a non-profit institutional membership corporation founded in 1981. NFCYM's members consist of representatives from 135 Catholic diocesan ministry offices, 60 national ministry organizations, including Catholic universities, publishers and resource providers, religious communities, ministry training centers, and ethnic ministry organizations, and over 380 associate members who are involved in ministry at the local Catholic parish level. NFCYM's mission is to support and strengthen those who accompany young people as they encounter and follow Jesus Christ. NFCYM's programs and resources can be found at www.nfcym.org.

JOB SUMMARY

The Membership Coordinator is a full-time, exempt team member reporting to the Director of Strategy. The Membership Coordinator administers all member relations, engagement, and coordination aspects, including developing and overseeing membership recruitment and retention strategies and programs.

RESPONSIBILITIES

General

- Perform as a lay ecclesial minister of NFCYM in support of the spiritual and pastoral mission of NFCYM
- Act in accordance with Catholic morals and principles in one's professional and public life
- Additional tasks may be assigned, and job scope may change based on organizational demands

Specific

- Serve as primary contact for NFCYM members
- Develop and implement member recruitment, retention, and renewal strategies
- Oversee member eligibility and satisfaction surveys
- Produce membership materials and coordinate member communications
- Manage NFCYM's strategic membership initiatives
- Update and maintain membership records
- Serve as a direct liaison to the regional leadership, ministry networks, councils, and member-driven project teams
- Draft marketing materials for renewals and solicitations in partnership with the Communications Manager
- Manage member concerns and curate NFCYM's virtual resources for members
- Collaborate with the Office Administrator for dues record management
- Oversee the organization's reciprocal membership strategy
- Ensure the accuracy of member databases and prepare reports as needed
- Host and coordinate virtual and in-person member events
- Represent NFCYM as needed in meetings and events with members and potential members

PHYSICAL/MENTAL REQUIREMENTS

Requires coordination and manual dexterity, standard mental and visual ability, and ability to lift as required in a regular education and office environment

REQUIRED ACTIVITIES

Walking; sitting; standing; stooping; reaching; talking; handling; hearing; carrying; and keyboarding



BASIC QUALIFICATIONS

- Knowledge of and commitment to NFCYM and the Catholic Church mission
- Ability to prioritize and manage short and long-term projects within budget
- Strong commitment to a high level of customer service
- Proven research skills, including Internet proficiency
- Excellent interpersonal skills, organization, initiative, and collaboration
- Ability to respond quickly to urgent situations
- Cultural competence in diverse Catholic settings
- Punctuality required, with availability for travel and irregular hours
- Ability to work independently, prioritize effectively, and manage multiple projects simultaneously
- Successful completion of criminal history and background check
- Professional appearance
- Written and verbal proficiency in English; Spanish preferred

SKILLS AND KNOWLEDGE

- Relationship-building, critical thinking, and problem-solving skills
- Strong communication skills, including copywriting, editing, and presentation
- Ability to provide quality customer service and lead and balance work with a variety of stakeholders
- Exceptional organizational skills and attention to detail
- Event planning skills with expertise in timelines, milestones, deadlines, and logistics
- Proficiency in project and database management software and communication tools such as Microsoft Office Suite, WordPress, and MailChimp.

EXPERIENCE

- Minimum of two to three years in a client relations-focused role
- Experience working with national, regional, and/or diocesan Catholic church structures

EDUCATION

A bachelor's degree in communications, pastoral ministry, business, or a related field from an accredited institution or equivalent work experience

WHAT NFCYM OFFERS

NFCYM offers a comprehensive benefits package including medical, dental, life insurance, vision, retirement savings plan, and the opportunity to work in a collaborative, mission-driven culture that is committed to empowering young people to live as missionary disciples.

SALARY RANGE

\$41,000 - \$55,000 per year plus benefits. Performance and compensation are reviewed annually, and NFCYM looks to provide all employees with paths for professional development and promotion within the organization over time.

APPLICATION PROCESS

To be considered for this position, please send your resume, cover letter highlighting relevant experience, your desire to advance the mission of NFCYM, and salary requirements to employment@nfcym.org with the Membership Coordinator job title in the subject line. The position is open immediately. Applications are accepted until filled.