

Job Title: Member Relations Manager
Location: U.S. Based Remote
Department: Business Development
Supervisor: Vice President of Member Development
FLSA Status: Exempt

To Apply for this opportunity please click here: [Apply Here](#)

SUMMARY

WEConnect International has been growing steadily and is now seeking to dramatically accelerate growth. The Member Relations Manager position requires that the individual is mission-focused, collaborative, creative, self-motivated, adaptable, and process minded. The individual should have relevant business, supplier diversity, procurement, account management and partnership development experience as well as strong communication skills to demonstrate agility in adjusting to different requirements and cultural conditions of WEConnect International's membership. The role is accountable for supporting the engagement of global, regional and market members, including the coordination of member orientations, trainings, events, surveys, best practices, committee meetings and overall efforts for increasing member buying from women-owned businesses globally.

KEY RESPONSIBILITIES

Membership Engagement and Support

- Support efforts to maintain WEConnect International's thought leadership position as the key global membership organization for large buying organizations active in global supply chain development and inclusion, by collecting, sharing, and coordinating the publishing of SD&I Best Practices
- Coordinate and support member meetings and minutes, webinars, events, committee meetings, member outreach and overall member participation as appropriate
- Manage relationships with assigned member buyer accounts and service as the main point of contact
- Develop and manage member surveys, along with subsequent analysis
- Support efforts to maintain 95% membership retention rate

Network and WECommunity Support

- Support and maintain effective networks to support WEConnect International's mission, including high visibility with WEConnect International's potential and current members
- Manage CRM content relative to current member contacts and reports, as well as prospective member/leads mailing lists, as appropriate
- Be a resource for WECommunity for member training, inquiries, and maintenance

Membership Project Management and Support

- Perform research relative to SD&I trends with subsequent analysis
- Support member event coordination for registrations, and follow-up as appropriate

Effective Organizational Management and Development

- Support work with all internal and external stakeholders to promote equality, and maintain a culture of quality management, professional accountability, and self-management

Sustainability

- Be entrepreneurial in delivering on objectives and support continuous improvement and change
- Maintain a high level of knowledge and understanding of the issues relevant to women entrepreneurs, and best practices in supply chain development and inclusive sourcing globally

Other

- Undertake any other duties which may from time to time be required; this job description is not intended to be either prescriptive or exhaustive but is issued as a general guideline to the main areas of responsibilities

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Impact & Influence - Pursues and wins support for ideas; displays ability to influence key decision-makers; achieves win-win outcomes; uses authority appropriately to accomplish goals; addresses divergent opinions.

Business Acumen - Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.

Achievement Focus - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; recognizes and acts on opportunities; takes calculated risks to accomplish goals.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Knowledge and understanding of global supply chain systems, processes, and procurement practices
- Awareness of issues affecting the SME sector, particularly the specific barriers faced by women entrepreneurs
- Empathy with women business owners, preferably with experience in establishing and running their own business.
- Ability to develop and maintain good working relationships with member buyers
- Ability to research, collect, interpret, and analyze data to monitor and report on activity and evaluate impact
- Ability to evaluate, set, and meet targets based on organizational strategy
- Ability to effectively deliver presentations to a wide variety of audiences and cultures
- Excellent written and oral communication skills
- A 'self-starter' with excellent motivating skills, enthusiasm, and vision
- Comfortable in a fast-paced environment, working collaboratively as a team, but also as an individual contributor.
- Demonstrate sound judgment and good political skills
- Ability to adapt and flex to work requirements to meet the needs of both internal and external clients
- Existing relationships with global SD&I professionals
- Ability to travel as required

Education and/or Experience

- Bachelor's Degree in Business Administration or related field, or an equivalent combination of skills training and experience.
- 2+ years of supplier diversity program management experience, including project management
- Minimum of 3 years business experience, with preference in procurement focus

Computer Skills Proficiency with utilizing CRM systems, Microsoft Office, virtual meeting platforms, and other similar applications. Familiarity in working in a PC/Laptop environment with Dell equipment.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this Job, the employee is regularly required to sit. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbent's supervisor may request them to follow other instructions or perform other job-related duties.

WEConnect International is an Equal Opportunity Employer. All aspects of employment will be based on ~~not~~ competence, performance, and business needs. We do not discriminate based on race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.

Organizational Information

WEConnect International, a corporate-led global non-profit, helps build sustainable communities by empowering women business owners to succeed in local and global markets. WEConnect International has since 2009 provided business education, certification, and business connections to businesses based outside the United States that are at least 51 percent owned, managed, and controlled by one or more women. WEConnect International corporate members represent over \$1 trillion in annual purchasing power and are true pioneers in inclusive sourcing and global supplier development. www.WEConnectInternational.org

Core Values and Culture

As we continue to grow our impact, WEConnect International will attract and hold accountable members, partners, staff, and stakeholders based on these core values, which help to define our culture, brand, and operational strategies.

- Embrace Diversity and Inclusion to Unleash Potential
- Demonstrate Passion for Women's Economic Empowerment
- Make a Positive Difference in the World
- Deliver Stakeholder Value
- Exemplify Integrity in Everything We Do
- Pursue Teamwork with a Shared Vision and Purpose

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date