



Membership Engagement Coordinator

West Virginia Nonprofit Association (WVNPA)

Location: Remote (must be based in West Virginia)

Hours: 20–29 hours per week (flexible schedule)

Reports to: Executive Director

About WVNPA

The West Virginia Nonprofit Association (WVNPA) is the statewide network and voice for nonprofits. We strengthen and support organizations through capacity-building, advocacy, and resources so that nonprofits can achieve their missions and create lasting impact in communities across West Virginia.

Position Summary

The Membership Engagement Coordinator plays a key role in ensuring a positive and engaging experience for WVNPA members. This position manages member communications, renewals, and benefits while supporting recruitment and engagement efforts.

The ideal candidate is detail-oriented, friendly, and comfortable working independently in a remote environment. This role is central to supporting membership growth, retention, and long-term sustainability by strengthening relationships with nonprofit leaders across the state.

Key Responsibilities

- Serve as the first point of contact for membership inquiries via email and phone
- Process new memberships and renewals using WVNPA's CRM system (Bloomerang)
- Maintain accurate member records and generate regular membership reports
- Support member communications, including welcome packets, renewal reminders, and benefit updates
- Coordinate member spotlights and recognition on WVNPA's website and social media
- Assist with outreach campaigns to recruit and engage new members
- Provide logistical support for member events, trainings, and calls
- Collaborate with staff to continually improve member benefits and overall member

experience

- Support board meeting reporting as needed
- Complete other duties as assigned

Qualifications

- Strong written and verbal communication skills
- Excellent organizational skills and attention to detail
- Experience with databases or CRM systems (Bloomerang or similar preferred; training provided)
- Customer service or member relations experience strongly preferred
- Ability to work independently and manage tasks in a remote environment
- Familiarity with the West Virginia nonprofit sector is a plus

Compensation & Work Environment

- Part-time position, 20–29 hours per week
- Standard working hours between 9:00 a.m. and 5:00 p.m.
- \$18–\$22 per hour, commensurate with experience
- Flexible schedule and remote work environment
- Occasional in-person attendance and travel (approximately 5–10%) for key events, including one annual summit and select trainings

To Apply

Please submit a resume and a brief cover letter describing your interest in the position to careers@wvnpa.org with the subject line **Membership Coordinator Application**.

Applications will be reviewed on a rolling basis until the position is filled. WVNPA is committed to building a diverse and inclusive team and encourages candidates from across West Virginia to apply.