



BOSTON MUNICIPAL  
**RESEARCH BUREAU**

617.227.1900 [www.bmr.org](http://www.bmr.org)

# Membership and Operations Manager

Boston, MA

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**Position Reports to:** President

**Employment Status:** Full-time

## About the Boston Municipal Research Bureau:

The Boston Municipal Research Bureau is a nonprofit, non-partisan, member-supported organization whose expertise, objective analysis and recommendations help shape the direction of public policy over a wide range of city issues, with a focus on government transparency, best practices and thoughtful fiscal management for an efficient, effective and responsible Boston city government. Our research, recommendations, public testimony and coverage in the media have led to sound policies, new laws and important management improvements for Boston.

The Research Bureau carries out this mission through working relationships with city government leadership and staff, including elected and appointed officials, and partnerships with other nonprofit and business groups and experts, including our Board of Directors consisting of over 60 of Boston's prominent business, institutional and civic leaders. With a small staff, the Research Bureau is a collaborative, team-oriented work environment. The Research Bureau does not participate in any political campaign on behalf of or in opposition to any candidate for elective office.

The Research Bureau is an Equal Opportunity Employer.

## Summary of Position:

A key member of our team in furthering the Research Bureau's mission, this position manages the organization's daily operations and works with the President on member growth, retention, and engagement activities including our Annual Meeting featuring the Mayor, Shattuck Public Service Awards celebration, and working with director committees. This person will be exposed to executive and C-level leaders from some of the most prominent organizations in Boston.

## Membership Manager responsibilities include:

Maintain and strengthen membership relationships

- Serve as program manager for committees, member briefings with guest speakers and other events.
- Support the Membership Committee(s) in recruitment of new members.
  - Research and provide background information on prospective members

- Develop recruitment lists and contacts.
- Provide support for committee members' engagement with new member prospects including schedule meetings and prepare outreach materials.
- Track committee member engagement and follow through with new member prospects.
- Committee meeting scheduling, communications, agenda support, and meeting notes.
- Manage membership dues outreach, collection, reporting and acknowledgement.
- Administer member benefits based on membership levels.
- Maintain integrity of member databases and directory through regular updates of member records.
- Track and generate regular reports regarding new members, dropped members, upgrades and downgrades.
- Monitor and respond to all incoming membership correspondence through the phone, mail, or email in a timely manner.

### **Fundraising Events**

Manage the planning and implementation of our Annual Meeting and Shattuck Public Service Award fundraiser events including:

- Partner with the President on fundraising.
- Work with the Mayor's scheduling office to coordinate Mayor's participation.
- Execute site selection, manage event outreach, registration and payment processes, seating, food/beverage, signage, and sponsor recognition at event.
- Work closely with onsite event coordinators, program designers, copy writers and printers.
- Together with accountant, coordinate invoicing and reconciliation of sponsor and attendee payments.

### **Office/Administrative responsibilities include:**

- Graduation from an accredited college or university or four years of equivalent job experience.
- Provide administrative support to the President, including but not limited to scheduling, special projects, and correspondence.
- Generate and process letters, member communications, memos and reports; perform analysis if required, document and present results.

- In partnership with accountant, deposit checks, track and document payments including event revenue and dues received and owed, and organize materials for required state and city filings and for annual audit.
- Act as liaison with building management.
- Greet office visitors, sign for and distribute deliveries, and answer office phone.
- Manage office equipment and vendors; troubleshoot when problems arise.
- Track, purchase, and organize all office supplies.
- Explore current practices; recommend opportunities for greater efficiency & solutions.

### **Qualifications:**

- Graduation from an accredited college or university or four years of equivalent job experience.
- True professional with coworkers, members, city officials and others we engage with in the broader Boston community.
- Strong collaborator and team player, able to be flexible and engage in the ever-changing needs of the organization.
- Excellent verbal communication and professional phone manner.
- Strong organizational and time-management skills for prioritizing a wide range of activities that include day-to-day as well as long-term projects and events.
- Strong writing skills for correspondence, editing, and developing and documenting membership and administrative processes.
- High proficiency with MS Office, including but not limited to Excel, Word, PowerPoint, and Outlook. Experience with Constant Contact or similar email marketing software.
- Open to learning new skills and software programs.
- Discretion and confidentiality a must.

### **To Apply**

**Please submit cover letter and resume to:** [contact@bmr.org](mailto:contact@bmr.org)

Enter in email subject line: "Membership and Operations Manager Position"