

Membership & Project Manager

National Field Archery Association

Where: NFAA Headquarters; Yankton, SD

Hours: Full-Time, On-Site

Pay: Based on Education and Experience

The National Field Archery Association (NFAA) is a non-profit membership organization dedicated to promoting the sport of archery. As the largest field archery organization globally, it includes 49 affiliated states, over 15,000 members, and more than 500 clubs and pro shops. The NFAA organizes local, state, sectional, national, and international competitions in various archery disciplines. Additionally, it offers a range of archery and bowhunting programs, as well as awards programs, to support and recognize participants in the sport.

The Membership & Project Manager ensures the effective management of NFAA members' needs, provides essential communication to members and state associations, and continuously enhances NFAA offerings, benefits, and programs. This role requires identifying key areas for growth and improvement, being a proactive self-starter, and recognizing opportunities to advance the organization's mission.

Responsibilities will include:

- Manage all forms of communication to key stakeholders, including email, website, phone, ticketing software, newsletters, and Archery magazine.
- Manage upkeep and development of the NFAA website, nfaausa.com.
- Assist with the NFAA archery and bowhunting programs and awards: inventory purchases, inventory management, website upkeep, and customer ordering process.
- Expand and grow NFAA programs, including collegiate, judge certification, Explore Bowhunting, Shooter of the Year, event licensing, state officer training, and more.
- Manage correspondence regarding membership & the online membership database.
 - Assist with technical issues.
 - Create tutorials in online support center.
 - Compile feedback from members, state and regional officers.
 - Work to improve and develop the online membership system.
 - Manage training for the online membership system for staff and officers.
- Oversee the Membership Coordinator. Ensure that members receive prompt and appropriate service, aiming to provide the best possible customer experience.
- Oversee daily, weekly, and monthly membership reports, deposits, and payables.

- Manage upkeep and development of the membership and event registration database (Sport80).
- Assist state associations, clubs, and pro shops ensuring they adhere to branding protocols and provide marketing materials to enhance their promotional efforts.
- Work with state associations to grow club and shop memberships.
- Work with state officers to process club and shop renewals, range inspections, event sanctioning, and event licensing.
- Create & distribute quarterly membership reports for directors, council, and staff that include membership overview, demographics, trends etc.
- Manage renewal notifications & timelines.
- Make suggestions to improve processes and procedures, membership benefits and members' satisfaction.
- Assist with NFAA events at all levels. Some travel will be required (5-10%).

Qualifications:

- An associates or bachelor degree in business, communications, project management, or related field or 5+ years of similar professional experience.
- Must be a strong leader and team player. Must work well in a collaborative team atmosphere and work effectively with other team members.
- Must be a self-starter with strong problem-solving abilities. Capable of identifying and addressing problems, finding creative solutions, and adapting swiftly and intuitively to resolve issues.
- Must be able to anticipate project needs, set goals and priorities, and meet deadlines.
- Ability to make customers feel welcome by utilizing a personable approach to service and maintaining a positive attitude.
- Be able to handle emotional, confrontational people in a calm and professional manner. Never lose composure.
- Professional demeanor including workplace confidentiality; working relationships and behavior around members, sponsors and NFAA officers.
- Must have the ability to manage multiple projects and priorities.
- Should have experience with database or CRM/SaaS software and/or strong technical skills.
- Proficient with Mac and Microsoft Office. (Excel, PowerPoint and Word).
- Must be willing to relocate to the Yankton, South Dakota area.