



**Abortion Care Network (ACN)** is looking for a full time Membership Operations Manager. This position manages and implements membership operations, systems and processes, and ensures that clinic and ally members have access to general membership benefits and resources. This position can be fully remote within the U.S, or in person/hybrid remote in Minneapolis, Minnesota. This job will be a full time exempt position and reports to the Membership Director.

**Salary range:** \$72,400 - \$77,400. ACN salary bands are determined by an organizational pay equity process. Unlike market-based compensation systems, ACN's pay equity process focuses on the level of responsibility each employee holds in their position. The process has been developed to ensure integrity, equity and transparency in setting salaries across the organization and embodies ACN's values. This range represents the lowest and highest this position may score using our pay equity rubric based on the qualifications you bring to this position.

**Benefits include:** Health insurance including medical, vision, dental, and life insurance paid 100%, every other Friday off, 25 days PTO annually, 6 paid holidays, 401k contributions, cell phone and home internet reimbursement, and professional development stipend. Employees may add dependents to health and dental coverage, ACN will cover half the premium costs of qualified dependents.

**Duties:**

- Planning and execution for multiple projects within the membership department
- Developing systems, policies and procedures for retention of existing members and recruitment of new members
- Developing and implementing departmental and organization-wide processes for auditing membership information and ensuring accuracy
- Building and maintaining a membership database including integrating a new CRM into our work
- Providing direct support to and frequent communications with ACN clinic and ally members, and potential clinic and ally members
- Record, compile, analyze and present member data trends and feedback to staff and ACN members
- Working with additional ACN team members to support delivery of ACN programs
- Managing the membership application and approval processes, procedures and systems in accordance with ACN's membership goals and objectives
- Managing the annual membership renewal process for ACN clinic and ally members
- Responsible for ensuring safety of our members and their data
- Managing internal and external listservs in compliance with policies and procedures



- Annual and periodic updates and distribution of ACN Membership Benefits Guide
- Serving as the staff liaison to the Membership Committee
- Developing and managing a membership operations calendar

*This is not an exhaustive list of duties, though these are the general tasks that comprise this job.*

**Qualifications:**

- A commitment to ACN values
- A minimum of 5 years of operations or operations support work
- Comfort with digital communication (Zoom,) and using remote work tools to move projects forward
- Familiarity with Customer Relationship Management tools and software
- Proficiency using a computer to perform work-related tasks. Familiarity with Google Suites, collaborative file storage systems, and work organization systems like Asana.
- Reliable with swift response and communication time
- Demonstrated ability to effectively build and sustain durable relationships with a wide variety of people
- Strong project management, time management, and planning skills, with a demonstrated ability to take initiative and drive projects forward independently
- A personal and professional commitment to ongoing development in anti-racist and equity-centered work

**Competencies & Assets desired for the role:**

- Clear communication, clarity around boundaries
- Experience with CRM, database management and/or content management systems preferred
- Time management skills
- Self-motivated and driven to work without supervision
- Oral and written communication skills
- Attention to detail
- Ability to be nimble and adaptable in rapidly changing situations
- Ethical standards based in equity and justice
- Previous experience working with independent abortion care providers and/or at a membership organization
- Bonus points for staying up-to-date on useful tech practices and software that facilitates various operations functions with ease

**We offer:**

- Option to work remotely from any U.S. state or a progressive, hybrid office in Minneapolis



## Abortion Care Network

WE ARE STRONGER TOGETHER

- Partial reimbursement of your cell phone/home internet bills
- A competitive salary and benefits package
- A commitment to developing accountable leadership
- Perks like every other Friday off, ombuds services, and staff appreciation events

### Accessibility Info & Physical Requirements for Minneapolis office:

- **Physical requirements include:** Whether fully remote or working from the Minneapolis office: long periods of sitting, working on a computer in chunks of time that can extend to 8 hour days, consistent communication via computer, driving/being transported for occasional travel
- If working in Minneapolis, our office is located in a building less than a block from accessible public transportation
- This office has an entrance with no steps near free, accessible parking and an elevator.
- The office has an ADA accessible bathroom

### Travel time expectation:

*At this time, travel is voluntary for vaccinated employees. If and when we return to regular travel, we believe the travel requirements for this position would be up to 6 times per year within the continental US to support team work, attend required conferences and professional development opportunities, as well as to meet with various stakeholders.*

### Application info:

- **We will begin reviewing applications on April 22nd, 2022** and will continue accepting applications until the position is filled. Must be available for interviews in late April and be able to start in May.
- Please email your resume **along with a cover letter telling us a little bit about yourself and why you're interested in the job** to [hr@workinprogressconsulting.net](mailto:hr@workinprogressconsulting.net)  
The subject line of the email should read **Membership Operations\_YourFirstName YourLastName**
- Attach your resume in a PDF or Word format with a file name labeled as **Membership Operations\_YourFirstName YourLastName**, and if you have a linkedin profile, link us to it in your email.

*At Abortion Care Network, we believe that a diverse, equitable, and inclusive workplace makes us a more relevant, more creative, and more resilient organization. We encourage people from all backgrounds, ages, abilities, and experiences to apply. We are an equal opportunity employer. We do not discriminate on the basis of race, color, ancestry, religion, national origin, sexual orientation, age, citizenship, marital or family status, disability, gender, gender identity or expression, pregnancy or caregiver status, veteran status, or any other legally protected status. We will ensure that individuals with disabilities are provided reasonable*



*accommodations to participate in the job application and interview process, to perform essential job functions, and to receive other benefits and privileges of employment.*

*A Note to Potential Candidates:*

*Studies have shown that women, trans, non-binary folks, and BIPOC are less likely to apply for jobs unless they believe they meet every single one of the qualifications as described in a job description. We are committed to building a diverse and inclusive organization, and we are most interested in finding the best candidate for the job. That candidate may be one who comes from a background less traditional to our field of work, and that's okay. We would strongly encourage you to apply, even if you don't believe you meet every one of the qualifications described*