



## Position Open - Events and Membership Manager

***Deadline: Applications will be accepted until May 7th, or until the position is filled.***

***Location: Remote position, all locations in North America considered***

### **About the North American Bikeshare Association (NABSA):**

The [North American Bikeshare Association](#) (NABSA) connects the shared micromobility industry to support, promote, and enhance shared alternatives to traditional transportation across North America. NABSA is a 501(c)(3) nonprofit membership-based organization with representation from host cities, equipment manufacturers, operators, and other service and technology providers from the government, nonprofit, and private sectors of the shared micromobility space. NABSA is dedicated to providing resources, education, and advocacy for the shared micromobility industry, and to creating spaces for the industry's public, private, and nonprofit sectors to convene and empower each other.

NABSA has a Code of Conduct that outlines the organization's core values: **Safety, Community First, Cooperation, Customer-Focus, Transparency, Diversity & Equity**. These core values guide NABSA as well as NABSA's members in the industry.

Currently, NABSA has 70 member organizations, 13 board members, and three staff. NABSA fulfills its mission by hosting an annual conference, facilitating cross-sector communication and networking within the industry, conducting advocacy work, and offering educational opportunities throughout the year. NABSA has doubled its growth over the last four years and expects to continue this fast-paced trend.

**NABSA seeks a full-time Events & Membership Manager to manage and grow the organization's events and membership benefits.**

### **Position Summary:**

Member engagement and facilitating cross-sector convenings among industry stakeholders are key pillars of NABSA's work. The Events and Membership Manager will manage the planning and execution of NABSA's annual conference each year, produce and facilitate an annual program of virtual events, manage the member registration and renewal process, facilitate meetings, as well as manage the Member Center and Knowledge Share resource database. This person will also act as the organization's first line of customer service, helping connect members and stakeholders with our resources and information as well as assist with



conference-specific issues. This position requires proficiency with managing virtual and in-person events, meeting facilitation skills, leadership skills, attention to detail, being highly organized, and an ability to work with many different types of people.

### **Key Responsibilities:**

- Managing the planning and execution of the Annual Conference
- Developing, producing and facilitating webinars and virtual events
- Managing and administering the membership registration and renewals process
- General and conference-specific customer service support
- Managing, maintaining and growing NABSA's knowledge share resource database
- CRM, database management and administrative duties
- Developing expertise about shared micromobility
- Supporting the Executive Director in a variety of tasks as needed
- Keeping yourself on-task while working remotely as part of a small but mighty team

### **Competencies:**

NABSA is a young organization with limited staff. In this environment, employees wear many hats. You will excel in this position if you are:

**A Strong Communicator:** Good at and likes explaining or providing answers to people's questions; can clearly craft email and verbal responses that accurately address the question or comment of the initiator; seeks more clarity when more understanding is needed or confusion arises in a collaborative way

**Self-Directed:** Can figure out what steps are needed to complete an assigned project without oversight, but knows when to reach out for help; manages time and priorities effectively; can be productive working remotely without much oversight or guidance

**Organized:** Can marshal resources to get things done; can orchestrate multiple activities at once; uses resources effectively and efficiently

**Detail-oriented:** Pays attention to details and takes pride in producing well-executed, high quality work

**A Planner:** Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; measures performance against goals; evaluates results

**A Process Manager:** Good at figuring out the processes necessary to get things done; knows how to organize people and activities; can see opportunities for synergy and integration; can simplify/improve complex processes and create systems

**Drive for Results:** Can be counted on to meet and exceed goals and objectives successfully; very outcome focused; steadfastly pushes self and others for results

**Interpersonally Savvy:** Relates well to all kinds of people – up, down and sideways inside and outside of the organization; uses diplomacy and tact; builds constructive and effective relationships; can quickly find common ground and solve problems for the good of all; team player and is collaborative



**Agile:** Can be flexible and change course quickly. Sees ahead clearly; can anticipate future consequences and trends accurately; has broad knowledge and perspective; is future oriented

***Must be comfortable talking about race and gender.***

**Preferred Experience:**

- 2+ years of experience working remotely as part of a team
- 2+ years leading the planning and execution of large in-person events
- 2+ years leading webinar and virtual event production and facilitation
- 2+ years of meeting facilitation experience
- 2+ years of project management
- CRM database management
- Knowledge about shared micromobility
- Proficiency with excel spreadsheets
- Proficiency in G Suite, Microsoft Office Suite, Zoom, Slack, and project management software
- Wordpress website building and/or editing experience
- Customer service experience
- Experience with a membership-based organization
- Experience advocating for a social justice issue, or working within a community facing social justice challenges
- Spanish proficiency or fluency

**Perks of Working for NABSA:**

- Remote, flexible work environment
- Opportunity to have a large impact in an emerging, cutting-edge industry
- Passionate people
- Generous paid holidays and vacation time, including paid office closure Christmas Eve to New Year's day

**Compensation:**

This is a full-time exempt position with a salary range of \$48,000- 55,000 per year commensurate with experience. Additional benefits include health insurance premium reimbursement, SIMPLE IRA match contribution, paid holidays, vacation time and sick time.



### **Application Instructions:**

Please compile the following documents into one PDF and email to

[executivedirector@nabsa.net](mailto:executivedirector@nabsa.net) with “Events and Membership Manager” in the subject line:

- A cover letter that describes why you want to work for NABSA, why you are the right fit for the role, and your knowledge of the shared micromobility industry
- A resume, including links to relevant work samples
- The following writing sample: Pretend you have just received an email from someone inquiring about membership in NABSA. Craft an email response that gives them more information.

Applications will be considered until the position is filled. No calls please.

*NABSA is committed to workplace diversity and inclusion and encourages applications from candidates of color. We are an equal opportunity employer and do not discriminate in hiring or employment on the basis of race, color, religion, national origin, gender identity, marital status, sexual orientation, age, disability, veteran status, or any other characteristic protected by federal, state, or local law.*