

Membership Manager

FLSA Status	Exempt
Reports to:	Director, Membership
Supervises:	N/A
Workplace:	Remote
Salary Range:	\$85,000 - \$100,000
Interested candidates should send cover letter and resume to hr@nysernet.org	

JOB SUMMARY

The Membership Manager is responsible for NYSErNet's end-to-end membership lifecycle—from new member acquisition to membership engagement, retention, and upsell opportunities. This role combines sales and business development with deep relationship management and member success practices. The ideal candidate will be a collaborative, data-informed, and relationship-driven professional who thrives on creating impactful experiences for current and prospective members.

KEY RESPONSIBILITIES

Member Relationship Management, Success & Engagement

- Serve as the primary point of contact for new and existing members, building trusted relationships that foster long-term engagement and satisfaction.
- Lead the onboarding process for new members, ensuring a smooth transition and comprehensive understanding of services.
- Conduct regular check-ins and strategic reviews to assess needs, align services, and ensure members realize full value from NYSErNet offerings.
- Develop tailored success plans and proactively address issues to reduce churn and drive measurable impact.
- In collaboration with membership and marketing team, develop strategies to ensure high retention rates and sustained member engagement.
- Collaborate with internal teams to deliver seamless member experiences and support shared success metrics.

New Member Acquisition & Business Development

- Identify and engage prospective members through research-driven targeting, direct outreach, and industry events.
- In collaboration with membership team, help design and execute acquisition campaigns aligned with NYSErNet's strategic goals.
- Build a robust lead pipeline and drive membership conversions through customized responses to RFPs and presenting compelling sales presentations to membership prospects.
- Develop partnerships with industry associations, technology vendors, and collaborators to broaden reach and impact.

Onboarding & Service Adoption

- Lead the onboarding process for new members, ensuring smooth transitions and awareness of service offerings.
- Guide members through new and existing service utilization to maximize value and impact.

Community Engagement

- Promote and facilitate member participation in NYSErNet communities, events, and peer learning opportunities.
- Represent NYSErNet at conferences and regional events to raise visibility and support networking and acquisition efforts.

Data-Driven Insights & Metrics

- Monitor and analyze member engagement data to identify trends, churn risks, and expansion opportunities.
- Develop and track key performance indicators related to acquisition, engagement, satisfaction, and retention.

Advocacy & Cross-Functional Collaboration

- Act as the “voice of the member”, advocating for product and service enhancements to meet member needs.
- Partner with marketing, network engineering, cybersecurity, and education services to ensure cohesive and member-centric strategies.

QUALIFICATIONS

- Bachelor's degree in business administration, communications, marketing or a related field not required, but preferred.
- 5+ years proven experience in membership development and sales, preferably in a membership-based organization or tech-driven environment.
- Understanding of the non-profit landscape, with experience in higher education, cybersecurity, and technology services preferred.
- Excellent analytical and problem-solving skills, with the ability to analyze trends and data to make informed decisions and improvements.
- Exceptional communication, presentation, and interpersonal skills, with the ability to effectively engage and support members.
- Strong project management skills with the ability to prioritize, resource, and manage multiple projects effectively.
- Ability to work independently while also working cohesively as part of a team.
- Ability to travel 2-4 times per quarter to the NYSErNet office, member offices and community events.

WORKING CONDITIONS

- Remote position with flexible work hours.
- Residence in New York State or the tri-state area (NY, NJ, PA) required for agile travel.
- Occasional evening, night and weekend work required.

ABOUT NYSErNET

For forty years, NYSErNet has been a trailblazer in research networking, empowering colleges, universities, K-12 schools, Regional Information Centers (RICs), BOCES, museums, healthcare facilities, and research institutions with next-generation internet services. As a member-governed organization, we provide high-speed connectivity, strategic cybersecurity solutions, collaborative opportunities, and tailored support to drive research, education, and operational excellence.



100 South Salina Street, Suite 300
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Our robust fiber-optic network delivers gigabit speeds and secure, cutting-edge technology solutions, while our growing cybersecurity program safeguards data and critical infrastructure. We support digital learning and equitable access to technology, simplifying network management for more effective operations. Through specialized training programs, workshops, and learning opportunities, we empower our members with the latest technologies and best practices.

NYSErNet fosters a thriving community of higher education, primary and secondary schools, museums and other nonprofits who serve others by facilitating knowledge-sharing and collaboration. Our dedicated networking solutions support the demands of research and academic institutions, while expert consultation and technical support help members optimize performance and security. By providing technology, training, and a peer network, we increase access to academic opportunities and further scientific discovery, ensuring a strong, secure digital future for the communities we serve.

At NYSErNet, we are committed to being an employer of choice, known for our dedication to staff and fostering an environment where people aspire to work and excel. We prioritize people, creating a welcoming and inclusive organization that values knowledge-sharing, transparency, and collaboration.

NYSErNet is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, familial status, marital status, military service and veteran status, physical or mental disability, genetic information, domestic violence victim status, reproductive health decision-making, or any other characteristic protected by applicable federal, state or local laws and ordinances. NYSErNet is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, access to facilities and programs and general treatment during employment.