



**Title/Role:** Member Engagement Manager  
**Reports to:** Deputy Chief of Staff  
**Department:** Business Development and Membership  
**Type:** Part-time Salaried Exempt  
**Location/Base:** Remote, Massachusetts-based

## **ORGANIZATION PROFILE**

The Oceantic Network (the Network) envisions a thriving ocean renewables industry powering strong economies. Our collaborative nonprofit network advances the ocean renewables market and builds a robust supply chain of local companies. We partner with private industry and government agencies to build a resilient supply chain to create and sustain jobs, benefit local economies, and ensure cost-effective clean energy. We advance our mission by connecting developers, policymakers, academics, and community and workforce leaders through events, education, digital tools, and policy initiatives to grow the vital offshore wind and ocean renewables sectors.

## **POSITION OBJECTIVE**

**The Member Engagement Manager** is responsible for developing and managing strategic relationships with Oceantic Network's membership base to foster long-term engagement, satisfaction, and retention. This external-facing role combines strategic relationship management, proactive problem solving, and cross-functional collaboration to enhance the overall member experience and advance organizational goals.

The Member Engagement Manager exercises independent judgment in assessing member needs, identifying engagement opportunities, resolving complex member issues, and recommending improvements to membership policies, procedures, communications, and engagement strategies. Serving as the primary relationship manager for an assigned portfolio of member organizations, this position collaborates across departments to strengthen member retention, support organizational growth, and advance strategic engagement initiatives.

The manager develops and executes member engagement plans through proactive outreach, evaluates member participation and satisfaction, facilitates appropriate solutions to member needs, and oversees the accuracy and integrity of membership information within the organization's CRM. This role also analyzes member feedback and engagement trends to recommend improvements that enhance the member experience and support Oceantic Network's strategic objectives.

## **POSITION RESPONSIBILITIES**

### **Member Relationship Management & Engagement**

- Serve as the primary relationship manager for an assigned portfolio of member organizations.
- Develop and maintain trusted relationships with member contacts to support engagement,

satisfaction, and retention.

- Develop engagement strategies tailored to member needs and organizational priorities.
- Conduct proactive outreach through meetings, calls, and email to strengthen relationships and identify opportunities for engagement.
- Exercise independent judgment in assessing member concerns, identifying solutions, and coordinating appropriate internal resources.
- Promote participation in Oceanic Network programs, events, committees, sponsorships, and other initiatives.

### **Membership Strategy & Retention**

- Monitor member engagement and satisfaction to identify opportunities for increased participation and long-term retention.
- Identify inactive or at-risk members and develop engagement strategies to strengthen relationships.
- Analyze member feedback and recommend improvements to membership programs, communications, and engagement initiatives.
- Support membership renewal efforts through proactive relationship management.
- Prepare recommendations for leadership regarding member engagement trends and retention opportunities.

### **Program Administration & Cross-Functional Collaboration**

- Coordinate with internal departments to ensure a consistent and high-quality member experience throughout the membership lifecycle.
- Oversee the accuracy and integrity of membership information within Salesforce and ensure member records support organizational objectives.
- Maintain documentation of member interactions, engagement activities, and follow-up actions.
- Coordinate member onboarding, account updates, and organizational communications.
- Recommend process improvements that enhance operational efficiency and the member experience.
- Provide regular updates and recommendations to the Deputy Chief of Staff regarding member engagement, retention trends, and opportunities to strengthen the organization's membership program.
- Perform other duties consistent with the responsibilities of the position.

### **EDUCATION AND EXPERIENCE**

- Bachelor's degree
- 2–4 years in membership management, customer success, or relationship/account management
- CRM experience preferred
- Exceptional organizational skills that reflect ability to perform and prioritize multiple and competing tasks seamlessly with excellent attention to detail
- Highly resourceful team player with the ability to work and function independently and collaboratively with diverse stakeholders
- Proven experience to manage time, activities, logistics for multiple teams within a growing and evolving organization

- High level written and verbal communication skills with ability to maintain accurate records and reports
- Proficient in Microsoft Office (Outlook, Word, Excel, PowerPoint, and Teams), Adobe Acrobat, and virtual meeting platforms such as (Zoom, WebEx, and GoToMeeting) as well as the ability to learn new systems relevant to the Network, e.g., Salesforce
- Strong technology skills and with ability to adapt to new systems as a fast learner
- Ability to navigate volatility, uncertainty, complexity, and ambiguity
- Demonstrated ability to exercise sound independent judgment.
- Experience managing customer or member relationships with minimal supervision.
- Ability to prioritize competing organizational priorities independently.

**If Position Is Remote:**

- Excellent interpersonal and time management skills
- Ability to take direction and/or accept tasks from multiple people
- Ability to deal effectively with deadlines and time pressures
- Ability to work with minimum supervision, set priorities, and multitask
- Ability to think quickly and follow through accordingly

**BENEFITS AND COMPENSATION:**

This is a part-time exempt salaried position expected to average approximately 20 hours per week. The position is paid on a salary basis of \$35,568.00 per year, in accordance with applicable federal and Massachusetts wage and hour laws. The employee is expected to manage assigned responsibilities while maintaining reasonable availability during standard Eastern Time business hours.

Required leave, paid sick time, PFML, withholding, unemployment, workers' compensation, and other legally required benefits will be administered in accordance with applicable federal, Massachusetts, and local law, Oceanic Network policy, and applicable benefit plan documents. Eligibility for any discretionary employee benefits is governed by the applicable plan documents and Oceanic Network policies.

**WORKING CONDITIONS**

- Work is in a remote environment. The employee is expected to perform work primarily from Massachusetts unless otherwise approved in writing by Oceanic Network. Any change in state of residence or primary work location must be reported to HR/payroll in advance.

The Oceanic Network provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, the Oceanic Network complies with applicable state and local laws governing nondiscrimination in employment in every location in which we employ staff. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.