

Membership Manager

Who we are

Textile Exchange is a global non-profit that creates leaders in the sustainable fiber and materials industry. The organization develops, manages, and promotes a suite of leading industry standards as well as collects and publishes vital industry data and insights that enable brands and retailers to measure, manage, and track their use of preferred fiber and materials.

With a membership that represents leading brands, retailers, and suppliers, Textile Exchange has, for years, been positively impacting climate through accelerating the use of preferred fibers across the global textile industry and is now making it an imperative goal through its 2030 Strategy: Climate+. Under the Climate+ strategic direction, Textile Exchange will be the driving force for urgent climate action with a goal of 45% reduced CO2 emissions from textile fiber and material production by 2030.

To learn more about Textile Exchange, visit: TextileExchange.org

Intro

In conjunction with the Director of Industry Engagement, Community Coordinator, and the Membership Administrator, the Membership Manager will be responsible for managing and administering Textile Exchange's members and all aspects of member relations in designated territory to include Europe and Asia. The overarching goal is to help our members reach an absolute reduction in CO2 emissions by 45% and deliver to Textile Exchange's Climate+ 2030 strategy.

Duties and Responsibilities

Manage all aspects of member relations for designated territory (50%):

- Maintain regular member outreach.
- Develop and implement strategies for retention of existing members and recruitment and cultivation of new members, including the creation of new member benefits and regular solicitation of member feedback.
- Help Curate Textile Exchange's virtual resources for members.
- Manage Textile Exchange's evaluation programs with a focus on member service excellence, including but not limited to benefits survey, and ongoing program and service evaluations.

- Represent Textile Exchange with members and in the community, including speaking publicly for the organization when needed.

Provide on-site development and coordination of programs and services for regional Members (40%):

- Provide ongoing support for goals to help members reach Textile Exchange's Climate + Strategy

Manage operational needs for membership and strategic partnerships (10%):

- In concert with the Communications Coordinator, coordinate website content and functionality to enhance membership and strategic partnership programs.
- Complete other projects and tasks as assigned.

Experience and Qualifications

- Bachelor's degree and at least 7-years professional experience required; master's degree in relevant field preferred.
- Previous experience in Sustainability Consulting in the Textile and Apparel Sector.
- Demonstrated ability to provide quality customer service and to lead and balance work with a variety of internal and external stakeholders.
- Program planning, implementation and evaluation experience preferred.
- Demonstrated facility with managing, facilitating and presenting to committees, trainings and groups.
- Highly organized and detail-oriented, flexible and collaborative with an ability to prioritize and manage multiple tasks simultaneously.
- Excellent written and oral communication skills, and positive, can-do attitude.
- Proficiency in Microsoft Office suite, including Excel and Power Point. Salesforce CRM, and Higher Logic

Personal qualities of integrity, credibility and a commitment to Textile Exchange's mission

Employment Package

Full Time Position, 40 Hours a Week

Location: Virtual/Remote, Based in Europe

Annual Salary Range: \$50,000-\$75,000(Dependent upon experience)

Start Date: AS Soon AS Possible

How to Apply

Please submit to celeste@textileexchange.org with the subject "Membership Manager"

1. Resume
2. Cover Letter

Applications will be considered on a rolling basis as they are submitted. Early application submission is strongly encouraged.