Membership Manager

Congregation Beth Elohim · Park Slope, Brooklyn

Congregation Beth Elohim (CBE) is hiring a Membership Manager to be the warm, welcoming, and organized first point of contact for our members, from the first tour through every renewal. We're looking for someone who pairs genuine hospitality with strong attention to detail and is as comfortable in a spreadsheet as in a sensitive conversation about dues.

The Membership Manager joins an established, close-knit team and owns the department's membership work: new member onboarding, renewals and dues, High Holy Day ticketing, and department reporting. They take directions from senior staff, manage their own workload, and see each task through completion. The role reports to the Director of Advancement and has no direct reports.

This is a front-facing position. The right candidate will be excited to help meet the needs of our community in Brooklyn and beyond. It's an ideal role for someone returning to the workforce, considering a career change, or eager to put their skills to work in a Jewish setting.

Position Details

- **Salary:** $65,000–$75,000 per year
- **Schedule:** Full-time, 40 hours per week. Engagement team staff work in the office Tuesday through Friday during normal business hours, plus one to two evening or weekend shifts per week supporting events and services. This schedule offers some flexibility while ensuring CBE's robust in-person programming is fully staffed.
- **Benefits:** Health, dental, vision, retirement, and paid time off
- **Start date:** December 1, 2026

About CBE

Congregation Beth Elohim is a vibrant, cutting-edge Reform synagogue in Park Slope, Brooklyn. We are a welcoming and inclusive community, rooted in Jewish history and identity and profoundly open to diversity in all its forms. We come together to learn, to pray, to celebrate the rhythm of Jewish time, and to support each other through the joys and sorrows of our lives. We are a spiritual, cultural, and intellectual center for Jewish revitalization, fostering community and extending our values of justice, education, and inspiration throughout the neighborhoods where we live and beyond.

Key Responsibilities

New Members

- Lead introductory calls and tours with prospective and new members
- Send welcome emails and thoughtful follow-ups to help new members get connected
- Write new member bios to introduce members to the Board and the wider community

Renewals, Dues, and Billing

- Manage the annual membership renewal process from start to finish
- Hold sensitive, confidential conversations with members about special dues arrangements, and manage those arrangements over time
- Answer member billing questions with clarity and care
- Write the text for member statements and monitor their accuracy
- Follow up on unpaid memberships and tuition with tact and persistence
- Process membership resignations respectfully and keep records current

High Holy Days and Events

- Manage High Holy Day ticketing for members and guests
- Staff services and community events as the welcoming membership presence
- Field accessibility requests and work with colleagues to ensure every member can fully participate

Reporting and Planning

- Produce weekly membership reports for staff
- Prepare membership reports for the Board
- Help develop and track the annual membership budget

Qualifications

- 2–3+ years of experience in membership, donor relations, customer service, or a similar people-facing role, ideally in a nonprofit or Jewish communal setting
- Warmth, discretion, and sound judgment, especially in sensitive conversations about finances
- Strong email management skills
- Ability to manage many deadlines across a busy annual calendar

- Comfort with CRM databases, spreadsheets, and reporting; experience with a membership or donor management system is a plus
- Clear, friendly writing for emails, statements, and member communications
- A collaborative team player who can step into an established team, learn its systems, and contribute right away
- Knowledge of or experience in the Jewish community is a plus
- Availability to work during the High Holy Days and adjust hours for seasonal needs
- Eagerness to join a staff culture built on trust, mutual respect, and inclusion, in a progressive Jewish community that is widely diverse in background, practice, and political viewpoint

Congregation Beth Elohim is an equal opportunity employer. It is a violation of CBE's policies to discriminate against any applicant or employee on the basis of race, color, national origin, religion, age, sex, gender, gender identity or expression, sexual orientation, pregnancy, marital or family status, status with regard to public assistance, mental or physical disability, veteran status, or any other characteristic protected by law.