

Membership Success Advisor

FLSA Status	Exempt
Reports to:	Chief Membership Officer
Supervises:	N/A
Workplace:	Remote
Annual Base Salary Range:	\$80,000 - \$100,000
Interested candidates should send cover letter and resume to hr@nysernet.org	

JOB SUMMARY

The Membership Success Advisor serves as a critical liaison between NYSErNet and its member organizations, ensuring member satisfaction, engagement, and retention. This role is responsible for fostering trusted relationships, tailoring service offerings to meet member needs, and proactively addressing challenges to enhance the member experience. The position collaborates with internal teams to align strategies, drive membership value, and advocate for members' interests.

KEY RESPONSIBILITIES

Member Relationship Management

- Serve as the primary point of contact for members, building and maintaining strong, trusted relationships.
- Conduct regular check-ins and quarterly reviews with members to assess satisfaction and ensure full utilization of NYSErNet services and benefits.
- Provide expert guidance on NYSErNet's service offerings, tailoring solutions to meet specific member needs.
- Proactively engage members to address concerns, reduce churn, and enhance overall satisfaction.

Onboarding & Implementation:

- Lead the onboarding process for new members, ensuring a smooth transition and comprehensive understanding of services.
- Implement and monitor processes to facilitate member adoption of NYSErNet's offerings effectively.

Community & Engagement:

- Facilitate and manage the NYSErNet community to drive member engagement and foster collaboration.
- Monitor community interactions to identify prospecting opportunities and promote visibility.
- Represent NYSErNet at conferences, events, and networking functions, building positive relationships with stakeholders and promoting organizational initiatives.

Data-Driven Insights & Metrics:

- Monitor and analyze member engagement data to identify trends, risks, and opportunities for improvement.
- Establish and track membership metrics, contributing to key performance indicators (KPIs) and continuous improvement efforts.
- Provide actionable insights and recommendations on membership trends and patterns.

Advocacy & Cross-Functional Collaboration:

- Act as the “voice of the member”, advocating for product and service enhancements to meet member needs.
- Collaborate with cross-functional teams to ensure cohesive strategies and initiatives.
- Partner with product, marketing, and support teams to deliver seamless and consistent member experiences.

Membership Upsell, Retention & Renewal

- Manage the membership renewal process, identifying and addressing potential concerns early.
- Develop strategies to ensure high retention rates and sustained member engagement.
- Identify upsell opportunities and provide insight on services and offerings that will add more value to members.

QUALIFICATIONS

- Bachelor's degree in business administration, communications, marketing or a related field not required, but preferred.
- 3+ years proven experience proactive relationship-builder with a background in customer success or account management, preferably in a membership-based organization or tech-driven environment.
- Understanding of higher education 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 1-2 times per month to the NYSERNet office, member offices and community events.

WORKING CONDITIONS

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

ABOUT NYSERNET



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NYSErNet has and continues to deliver next-generation internet services to the research and education community for forty years. A trailblazer in research networking, NYSErNet is a member governed organization, with members from leading universities, colleges, K-12 schools, Regional Information Centers (RIC), museums, healthcare, and research institutions. NYSErNet is a vibrant, stable, and well-recognized organization, poised to further grow its services, membership and mission.

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