



Company: BrainTrust

Position: Member Experience Manager

Location: Nashville, TN

What We Do

BrainTrust is focused on helping women owned businesses break the \$1 million in annual revenue threshold. Our Membership-based organization is a national community of women business owners. Our members use their Vaults™ (masterminds) to champion and challenge one another to grow their companies to their fullest potential. We share experiences in a respectful, open, and confidential space, and we celebrate the many aspects of diversity in each of our members, staff, and partners. We are NOT a networking group or social club... rather we show up to get things done.

We exist to change the business world - giving women an equal opportunity to build financial independence, wealth, and influence.

Job Description

The Member Experience Manager will be responsible for establishing and maintaining engagement and communication with our Members. You are responsible for creating meaningful touch points with members to deliver an exceptional experience and drive retention. Any Member event a Member attends, you are managing the experience from beginning to end, including learning events, trainings, socials, and meetings. You will be responsible for our Member Portal (BTAccess), keeping Member content and data up-to-date and organized while engaging with Members both in person and online. This role has the opportunity to grow into a larger role with managerial responsibilities as we expand nationally.

Responsibilities:

- Schedule, plan, and communicate Member meetings, trainings, and events
- Write, edit, design, and send Member Newsletters
- Engagement with Members at events and on our Member portal
- Manage the BrainTrust content calendar
- Manage Member material and supplies
- Speaker liaison and management for live and virtual events
- Keep Member information and data up-to-date in our CRM, email, and other lists
- Monitor Member health/engagement and alert the BrainTrust team when risks or problems arise
- Coordinate with our Marketing vendor and post on live content from Member events on BrainTrust's social media
- Manage multiple deadlines and competing priorities
- Ability to create systems and processes and execute on them consistently
- Creating deliverables in a timely manner by using effective time management skills
- Using your ability to think on your feet to create solutions
- Research and self-educate in order to constantly learn new methods

Key Criteria/Requirements:

- Minimum 2 years experience in Customer Success, Account Management, or similar
- Bachelor's Degree
- Good people skills with a passion for building relationships
- Excellent verbal and written communication
- Attention to detail is high
- Basic design and social media skills for newsletters and live social media posts
- Basic event planning experience preferred
- Ability to work independently and proven track record of delivery results
- Ability to manage multiple projects and move them forward concurrently
- Fast learner with a positive attitude towards a driven and fast-paced work culture

Our Core Values

- We respect the BrainTrust
- Candor with Kindness
- GSD Thoughtfully
- Be Warm and Welcoming
- Make Work Fun

Job Type:

- Full-time, In-Person
- Nashville, Tennessee

Schedule:

- Monday to Thursday, 8:30am-5:00pm
- Friday 8:30am-12:00pm
- Some evening events 1-2 times/month
- Flexible work environment
- Some travel as we expand to new Markets

Benefits:

Health Insurance, Dental/Vision Insurance, Health Savings Account (HSA), Life Insurance, 2 Weeks Paid Time Off with all major holidays, Parental leave, Company Profit Sharing Program

To Apply:

Please fill out the job application form at ourbraintrust.org/careers/

BrainTrust is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.



This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. [Company Name] makes hiring decisions based solely on qualifications, merit, and business needs at the time.