

GREEN BUILDING INITIATIVE POSITION DESCRIPTION

POSITION TITLE: Manager, Membership & Community

ORGANIZATION

The Green Building Initiative (GBI) is a 501c3 not-for-profit organization whose mission is to reduce climate impacts by improving the built environment. We deliver education, standards, assessments, and certifications developed by an inclusive and collaborative global network.

GBI makes aspirational goals achievable through user-friendly tools built upon comprehensive standards and supported by outstanding staff and expert assessors. As a nonprofit community, we are educators and coaches first, supporting performance improvement of all buildings.

HOW WE DO IT

We are passionate about third-party certification for its benefits, including lowering risks for owners and ensuring that both buildings and the teams who build and operate them are better able to achieve desired performance outcomes. We measure our impact toward our mission in several ways, including growing the number of building owners that achieve certification of individual buildings, building projects, and portfolios of buildings.

Our initiatives promote the use of GBI's Green Globes® building certification for commercial, multi-family, and institutional buildings as well as GBI's Guiding Principles Compliance® third-party assessment program for U.S. federal DOD and non-DOD buildings. A newer offering is GBI's Journey to Net Zero program, which guides portfolios through a continuous improvement approach toward the goal of net zero energy and/or carbon. GBI's programs are recognized in the U.S. and Canada at federal, state/provincial, and local levels. GBI is also pursuing an incremental global growth plan and has certified and assessed properties in several countries outside of the United States and Canada, including close to one million square feet in the United Arab Emirates and additional projects in Mexico and Brazil.

COMPENSATION & BENEFITS

\$60,000 + association-wide bonus opportunity, full-time employees receive medical, vision, dental, life, short- and long-term disability insurance, parental leave, and a retirement matching program. GBI employees enjoy paid-time-off (PTO) that is accruable based on a schedule and all employees are eligible for paid sick leave. Additionally, GBI is a 100% virtual organization.

SUPERVISOR

Sr. Director, Membership & Community

TRAVEL REQUIREMENTS

Periodic travel is required for membership recruitment, training and staff retreats. Occasional travel may also be requested to represent GBI at meetings and events. Travel may be 10-30% depending on the time of year.

RESPONSIBILITIES

The Membership & Community Manager is responsible for engagement and coordination of GBI's membership program. This role manages recruitment, retention, and relationship development with current and prospective members—ensuring a high-quality experience that promotes member value, satisfaction, and alignment with GBI's mission. The ideal candidate is a relationship builder, detail-oriented, excels at friendly follow up, and passionate about sustainability and stakeholder engagement.

Membership Recruitment, Engagement & Retention

- Pitch and explain the benefits of membership to prospective members and as part of the efforts to retain existing members.
- Conduct follow up that results in closing new memberships and renewals, including asking for payment.
- Manage and enhance member benefits, including resources, exclusive events, recognition opportunities, and access to subject matter experts.
- Manage annual individual and organizational membership renewals and communications.
- Collaborate with marketing to create compelling member value messaging and campaigns.
- Support planning and execution of annual Membership Appreciation Week.

Relationship Management

- Serve as the primary point of contact for existing members, providing responsive, personalized support.
- Facilitate onboarding of new members and ensure continued engagement through consistent outreach and updates.
- Foster relationships with key member organizations to identify opportunities for collaboration and feedback.

Cross-Functional Collaboration

- Work closely with the marketing, education, and program teams to align membership activities with organizational initiatives and events.
- Coordinate member involvement in advisory committees, case studies, webinars, standard development, and promotional partnerships.

REQUIREMENTS

- Ability to work remotely without supervision in a quiet and stable work environment.
- Internet access (non-reimbursable) with minimum download speed 15 mbps (30+ mbps recommended) and minimum upload speed 2 mbps (5+ mbps recommended).
- Occasional travel for training and events.
- All employees are required to reside and work within the United States, preferably near Chicago, IL or Kansas City, MO.

QUALIFICATIONS

- 3+ years of sales & account management experience, preferably in sustainability, green building, or real estate sectors
- Excellent written and verbal communication skills, with strong presentation abilities
- Strong analytical and organizational skills, with attention to detail
- Proficiency in Microsoft Office (Outlook, PowerPoint, Word, Excel)
- Knowledge of sustainable design, green building rating systems, or environmental standards a plus
- Creative problem solver with an eye for detail and strong written, verbal, and visual storytelling skills
- Ability to work independently and manage multiple projects in a fast-paced environment

- Proficiency in Monday, or similar project management software

EDUCATION

- Associate's degree in a related field or an equivalent combination of education and work experience

APPLICATION METHOD

Please send your resume and cover letter to careers@thegbi.org.

We Encourage All Interested Candidates to Apply

GBI recognizes that not all candidates will meet every qualification listed. We know that skills and experience can be gained in many ways, and we value diverse perspectives. If you're excited about this role but don't check every box, we encourage you to apply.