

National Family Planning & Reproductive Health Association

POSITION DESCRIPTION MEMBER SERVICES INTERNSHIP – SPRING/SUMMER 2025

Last updated: December 2024
Position Title: Member Services Intern
Supervisor: Senior Director, Executive Office
Status: Non-Exempt, Intern

WHO WE ARE

The National Family Planning & Reproductive Health Association (NFPRHA) is a membership organization representing providers and administrators committed to helping people get the family planning education and care they need to make the best choices for themselves and their loved ones. NFPRHA works to enhance the ability of thousands of nurse practitioners, doctors, and other health professionals to provide high-quality family planning care through training and advocacy.

THE POSITION

NFPRHA is seeking candidates for a member services internship from February 2025 through August 2025, with exact start and end dates flexible. The intern will support the membership and events staff on the Content & Member Services team.

KEY RESPONSIBILITIES

NFPRHA staff rely on interns to make substantive and supportive contributions to our work. The member services intern will support staff with key responsibilities including, but not limited to:

- Substantial data entry and data management in Blackbaud Raiser's Edge NXT (NFPRHA's database) and Blackbaud Net Community (NFPRHA's website and constituent email system).
- Support staff in processing NFPRHA membership applications.
- Produce regular reports related to NFPRHA's events and distribute them to staff.
- Build the mobile event app for NFPRHA events.
- Support the management of NFPRHA event registration processes.
- Partner in management of NFPRHA event logistics.
- Update relevant documents and webpages with NFPRHA event information.
- Communication with NFPRHA members and event attendees, speakers, and vendors.

REQUIRED QUALIFICATIONS

- Strong commitment to NFPRHA's mission of supporting family planning and sexual and reproductive health, including abortion, and public funding for these services.
- Experience working in Blackbaud Raiser's Edge NXT **and/or** other customer relationship management (CRM) or association management software (AMS).
- Experience working in Blackbaud Net Community (BBNC) **and/or** other website platforms.
- Experience working in Cvent **and/or** other similar mobile event apps.
- Proficiency with Microsoft Office Suite.
- Education **and/or** training in information technology.
- Demonstrated attention to detail.
- Ability and willingness to learn new technology **and/or** complex software/databases.
- Proven verbal and written communications skills.
- Demonstrated customer service skills for internal/external stakeholders.
- Proven ability and desire to work with people of diverse backgrounds.

- Demonstrated problem-solving skills and ability to adjust strategies in real time.
- Ability to work with multiple projects, priorities, deadlines, and adjust as needed.
- Capacity to accept feedback and adjust as needed.
- Established comfort working in a remote environment.
- Strong interest in the listed areas of responsibility for this position.

TIME COMMITMENT

The communications intern will commit to 20-25 hours per week during their internship. The intern's working schedule is flexible, though work hours must take place between 8am and 6pm ET. Having availability on Mondays and Thursdays is preferred.

REMOTE WORK

NFPRHA presumes that all staff work fully remote. The communications intern, however, must permanently reside in the DC region (District of Columbia, Maryland, or Virginia) and/or live in the DC region while attending school. NFPRHA maintains an office in Washington, DC, and staff may but are not required to work in the DC office.

COMPENSATION

NFPRHA's pay range for interns is \$17-\$18/hour, based on experience. NFPRHA interns are overtime-eligible, paid on federal holidays when scheduled to work, and receive three personal leave days per semester. While working in the 100% remote environment, NFPRHA reimburses staff and interns \$25/month for internet service and \$25/month for phone service, plus funding for any needed supplies.

NFPRHA will also work with student interns and their universities to provide credit for the role if requested. Graduate student supervision is available for a variety of fields. However, interns are not required to be enrolled in school or have completed any particular degree.

HOW TO APPLY

- Interested applicants must submit a cover letter and resume.
 - If not addressed in their resume, applicants should address in their cover letter how their
 - Applicants are asked to address their experience/interest in the key responsibilities of this position; if not included in resume, please discuss in cover letter.
 - Applicants are asked to address how they meet each of the required qualifications for this position; if not included in resume, please discuss in cover letter.
- If submitting by email, please send to Illysa Schrage at ischrager@nfprha.org and include "Member Services Internship" in the subject line.
- Application materials must be submitted by Monday, January 6, 2025, at 11:59pm ET.
- Note: resumes submitted without cover letters will not be considered.