



## **PowerOptions Director of Member Relations**

PowerOptions is seeking a **Director of Member Relations** to lead and continuously improve how we serve, retain, and grow our Member base—advancing our mission to reduce the cost, carbon, and complexity of energy for nonprofits and public organizations across New England. This senior leadership role is ideal for someone who thrives in complex account environments, understands energy, decarbonization, and regulated markets, brings a strong process- and systems-oriented approach, and is a skilled team leader.

You will own the Member experience end to end, working cross-functionally to shape strategy, strengthen collaboration and business processes, and lead a high-performing team. You will also personally steward relationships with some of PowerOptions' largest and most sophisticated Members. Your work will directly influence retention, growth, and the measurable value Members receive from our programs.

This is a hybrid position with a requirement to be present in the Boston office one day a week.

## **About PowerOptions**

Founded in 1998, PowerOptions is New England's largest not-for-profit energy-buying consortium. We help nonprofits and public entities cut energy costs, reduce carbon emissions, and navigate an increasingly complex energy landscape. Serving more than 800 Members across the region, we operate at the intersection of energy markets, public purpose, and operational excellence—acting as a trusted advisor, not a broker.

## **What You'll Do**

### **Member Relations Strategy & Leadership**

- Set and execute the Member Relations strategy with a focus on retention, growth, and continuous improvement.
- Partner with executive leadership on priorities, performance goals, budgeting, and forecasting.
- Represent the voice of the Member internally, ensuring programs, communications, and engagement deliver clear, measurable value.
- Lead the Member Advisory Committee, including biannual meetings and an annual Member engagement event or field visit.

### **Member Journey & Operational Excellence**

- Oversee the full Member lifecycle—from onboarding through renewal—ensuring consistency, clarity, and value realization.
- Design and refine outreach, retention, and renewal systems, including playbooks, processes, dashboards, and CRM-enabled workflows.
- Use data and reporting to identify risks and opportunities early, improve cross-team handoffs, and drive stronger outcomes.

### **Strategic Account Leadership & Growth**

- Personally manage a portfolio of approximately 25 of PowerOptions' largest Members as the executive-level relationship owner.
- Drive renewals, retention, cross-sell, and expansion while maintaining high satisfaction and trust.
- Build and sustain C-suite relationships grounded in credibility, transparency, and long-term partnership.
- Monitor pipeline health and account performance, proactively addressing risks and unlocking growth opportunities.

### **Team Leadership & Culture**

- Lead, coach, and develop a team of Member Relationship Managers and the Senior Program Manager – Maine.
- Establish operating rhythms—including pipeline reviews, forecasting, and performance tracking—to ensure accountability and clarity.
- Strengthen team capability in portfolio planning, consultative selling, and complex negotiations.
- Foster an inclusive, collaborative culture aligned with PowerOptions' mission and values.

### **What You Bring**

- Bachelor's degree in business, economics, engineering, sustainability, or a related field.
- 10+ years of account management experience, including at least 5 years leading and developing high-performing teams.
- Demonstrated success retaining and growing complex accounts by delivering lifecycle-based value.
- Strong consultative sales and relationship management skills, with experience navigating long, multi-stakeholder sales cycles.
- Familiarity with the energy sector and/or nonprofit or public-sector environments, including commodities, contracting, program management, or regulated markets.
- Strong analytical and systems skills; experience with Salesforce or similar CRM platforms strongly preferred.

- A collaborative, values-driven leadership style with a bias toward clarity, structure, and continuous improvement.

### **Commitment to Diversity**

PowerOptions was founded to serve the needs of under-resourced communities and is a proud woman-led nonprofit organization. We are committed to equity and inclusion, both in our work to promote energy justice and in our growth as an organization and industry leader. We seek to build a diverse team that reflects a wide range of perspectives and provides opportunities for marginalized communities within the energy sector.

PowerOptions is an equal opportunity employer. We hire, train, compensate, and promote without regard to race, religion, gender identity or expression, sexual orientation, disability, age, national origin, genetics, veteran status, or any other characteristic that makes each of us unique.

### **Salary Range**

The salary range for this position is **\$150,000–\$160,000**, commensurate with experience.

### **How to Apply**

Join us in making a difference—apply today. Please send a cover letter and current resume, along with a link to your LinkedIn profile, to **jobs@poweroptions.org** with the subject line “**Director of Member Relations.**” Complete applications must include both a resume and cover letter. Applications will be reviewed on a rolling basis until the position is filled.

PowerOptions is unable to sponsor an employment visa at this time.

### **E-Verify**

PowerOptions participates in the federal E-Verify program. For more information, visit [www.e-verify.gov](http://www.e-verify.gov).