

JOB DESCRIPTION

TITLE: Member Services Coordinator

LATEST UPDATE: 06/30/17

INDUSTRY TYPE: Nonprofit

OF EMPLOYEES: approx. 13

LOCATION: New Orleans, LA

CLASSIFICATION: TBD

REPORTS TO: President/President-Elect

COUNCIL SUPPORT: Board, Membership

JOB SUMMARY:

The Member Services Coordinator is the primary staff support to volunteer leadership, members and the general public, and maintains all records, including membership database, reporting and other support. This position is designed to be the first point of contact for all constituents and able to handle most matters independently, while providing administrative and logistical support to volunteer leaders.

SUPERVISORY RESPONSIBILITIES:

- May supervise and coordinate external vendors, consultants, or other resources
- Responsible for successful completion of assigned volunteer's task and projects, which may include working with internal and external stakeholders, coordinating various committees, and developing new processes

REPORTING DIRECTLY TO THIS POSITION ARE:

- No staff report directly to this position

KEY RESPONSIBILITIES include but not limited to:

Database Management

- Maintain organization database and membership records.
- Create and distribute membership reports, mailing lists, yearbook listings, etc. as necessary.
- Maintain an organized system of shift tracking, placement records, and membership information.
- Support Corresponding Secretary in managing membership status i.e. transfers in and out, etc.
- Maintain membership obligations data i.e., placement, dues, shifts, meetings, etc.
- Oversee a system of checks and balances in membership status, data and obligations with Corresponding Secretary, relevant committees and staff.

Volunteer Support

- Serve as primary liaison to members, answering questions, supporting database needs, reserving meeting space, handling mailings, etc.
- Primary staff person responsible for answering telephones and monitoring building admittance.
- Assist president in arranging meetings, creating and distributing all board materials and other needs.
- Assist Council Directors in preparation for Council meetings and other needs.
- Coordinate and support annual leadership transition.
- Manage all sustainer and sustainer club activities.
- Work with relevant committees to maintain inventory of office supplies: note cards, letterhead, postage, soft drinks, paper products, and non-consumables.
- Keep up to date on membership policies within the JLNO and AJLI.
- Be familiar with JLNO Bylaws and Standing Rules.

Meeting/Event Coordination

- Maintain JLNO Calendars, including meetings, shifts, events, Headquarters rentals, important deadlines, etc.
- Manage meetings and reservations, including processing of all requests and paperwork, greeting the event

- organizers and managing the event logistics, including room readiness, AV, agendas, etc.
- Work with Communications Administrator to prepare all event materials, including invitations, signage, emails, etc.

Facilities:

- Manage JLNO facilities including the distribution of keys, alarm codes and maintenance of office machinery.
- Light maintenance of building including contracting services as needed: plumbing, copier, office cleaning, recycling, fire extinguishers and office alarm.
- Ensure that the Headquarters' public and work area appearances reflect positively on the organization and are maintained in a clean and orderly condition.
- Maintain and understand how to use all office equipment and technology
- Act as a liaison with the cleaning crew and security.

Misc.

- Performing routine administrative tasks for JLNO leadership (writing correspondence, filing, copying, scanning, faxing, organizing meetings, overseeing delivering JLNO-related materials, circulating minutes, running filters, coordinating mailings, etc.) .
- Run errands as needed to assist with Headquarters function. Must have current liability insurance.
- As a small team in a small office, every member of the team is expected to assist with creating the most professional and welcoming environment for each other and our clients; swiffering, emptying the shredder or garbage, general tidying, and any other reasonable task as appropriate.
- Performs other duties and responsibilities as required or requested.

EDUCATION/KEY SKILLS REQUIRED:

- Bachelor's degree from an accredited college/university
- Strong computer/software skills, including nonprofit donor and/or volunteer management systems
- MS Office Suite
- Adobe Acrobat Pro

DESIRED CHARACTERISTICS AND EXPERIENCE:

- Detail-focused and well-organized
- Multi-tasker able to juggle many projects independently
- Helpful, patient and service oriented
- Ability to communicate effectively with many different types of people
- Intelligent and analytical thinker with the ability to synthesize complex or vague/grey information
- Knowledge of Digital Cheetah a plus
- Minimum two (2) years working in the nonprofit sector or relevant volunteer management experience
- Ability to lift approximately ten pounds
- Must be able to climb stairs