



Monadnock at Home Job Description

Member Services Coordinator

Purpose: Coordinate member services and provide administrative support to Executive Director.

Reporting Relationship: Executive Director

Qualifications:

1. B.S. or a minimum of three years of relevant work experience.
2. Demonstrated ability to work as a member of a collaborative team.
3. Ability to provide accurate and patient communications with a population that may be sensory or cognitively impaired.
4. Computer literate with ability to manage e-mail, spreadsheets, databases and scheduling as well as ability to master Club Express.
5. Ability to provide outstanding customer service to MaH members, volunteers, peers, donors and Board of Directors.
6. Demonstrated ability to develop new programs and processes.
7. Ability to multitask and manage difficult situations.
8. Flexibility in accepting assignments in accordance with organization needs including some weekend and holiday phone coverage.

Responsibilities:

1. Answer phone inquiries. Fulfill, track and follow-up with such requests.
2. Vet, build and manage service provider list.
3. Maintain on-going relationships with members, service providers and volunteers in order to refine needs and services, retaining knowledge of member and/or volunteer special needs. Member visits as needed.
4. Assist in the development and execution of outreach materials and marketing efforts.
5. Provide administrative assistance to Executive Director including the Coordination of mailings and membership renewals.
6. Serve as ex-officio member of MaH Program Committee. Plan, coordinate and attend MaH programs and events.
7. Assist in recruiting and vetting volunteers.
8. Maintain MaH web site.