

Job Title: Member Care Coordinator
Department: Administration
Reports To: VP of Finance & Operations
FLSA Status: Full-Time / Non-Exempt
Approved Date: 20 April 2017



SUMMARY

The *Member Care Coordinator* is the first point of contact with the organization and is responsible for creating a favorable impression of African Leadership and the Mocha Club as an organization of integrity.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

DETAILED JOB DESCRIPTION / RESPONSIBILITIES

FRONT OF HOUSE

- Greet guests
- Manage Phones
- Monitor Voice Mail
- Monitor Office Supplies
- Manage Incoming/Outgoing Mailings
- Assist with Database Management
- Clean Office

FIRST-TIER MEMBER MANAGEMENT

- Manage info@accounts
- Send Welcome Emails
- Manage Incentive Inventory
- Monitor Member Billing
- Manage Member Reporting
- Email Members for Billing Updates and Login Info
- Call Members to Update Recurring Billing Information

MERCHANDISE MANAGEMENT

- Manage Online Store
- Manage Inventory

QUALIFICATIONS

EDUCATION

- Bachelor's degree in Business or Non-Profit is a plus

EXPERIENCE

- Experience with a non-profit organization is a plus

SKILLS

- General computer skills and proficiency in Microsoft Office, including Word, Excel and Outlook are required
- Experience with donor management software.
- Self-starter with organization skills and high attention to detail.
- Must have excellent written and verbal communication skills and be presentable in a professional manner across diverse individuals and levels including artists, donors, churches, pastors, fans and volunteers
- Must possess ability to execute tasks while handling multiple, diverse assignments.
- Efficient time management skills.
- Ability to work well within a team environment and collaborate on projects.
- Must be self motivated and enjoy the responsibility and ownership of tasks while having confidence to be innovative and suggest change/improvements within the scope of work.
- Must have the ability and patience to be flexible and adaptable to changing situations.