



JOB DESCRIPTION

Job Title:	Membership Coordinator	Reports to Job Title:	Marketing & Membership Director
Department:	Marketing & Membership	Division:	Administrative
Direct Report(s):	N/A	FLSA Status:	Non-Exempt
<input type="checkbox"/> New Position	<input checked="" type="checkbox"/> Revised Position	Last Revised:	8/21/17

SUMMARY:

In cooperation with the Marketing & Membership Department, Accounting Department, and the General Manager, coordinate all aspects of membership administration, recruitment and engagement, as well as governance, in a friendly, efficient manner. Work will be performed at both store locations and off-site, with a work station located at the Ten Pin Warehouse in Arcata.

ESSENTIAL FUNCTIONS: (other duties may be assigned)

- Maintain membership database with any member changes, including member investments; maintain financial confidentiality
- Answer member questions and requests in person, via email and over the phone and draft correspondence to members to accompany statements
- Review membership reports and statements monthly to ensure accuracy; coordinate reconciliation with Accounting
- Assist in the marketing of membership and provide training and information (internal and/or external) related to membership, co-ops and related topics, including during new employee orientation
- Coordinate Co-op Access Program; communicate regularly and sensitively with participants
- Proactively engage members to solicit feedback and participation in member events; support coordination of member surveys and member giveaways
- Maintain membership documents and forms, ensuring they are up to date and plentiful
- Attend board and committee meetings as necessary; stay up-to-date on board and committee agendas and minutes and communicate out details to members as needed
- Attend weekly Marketing & Membership department meetings
- Provide support for department members and various projects within Marketing & Membership, including writing and proofing articles for publications and website as needed

- Approach all decision making with environmental and social impact in mind, actively seek ways to improve sustainability efforts in day-to-day duties, and assist in implementing applicable sustainability initiatives
- *Other Duties: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*

COMPETENCIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Knowledge of database functions
- Experience maintaining confidential records
- Excellent computer/typing skills, including Word, Excel
- Proficient in Internet research and use of online portals
- Outstanding customer service skills
- Attention to detail and good organizational skills, while keeping the big picture in mind
- Ability to handle multiple demands, work under time pressures and meet deadlines
- Willingness to be open, to learn and take on new responsibilities
- Ability to maintain confidentiality
- Effective communication skills in English
- Ability to read and comprehend instructions
- Communicate compassionately in emotionally stressful situations
- Analytical ability and proficiency in math
- Ability to work as a team player in a cooperative environment
- Demonstrated ability to follow through on commitments
- Experience in mediation and/or diplomacy skills
- Demonstrate objectivity, neutrality and calmness under pressure
- Experience or background in social services or similar field preferred
- Knowledge of and passion for natural foods
- Knowledge of cooperative history and values

WORK ENVIRONMENT

Team-oriented office environment for administrative work. Fast-paced retail sales floor environment for board initiatives. Events often take place off-site at predictable locations. At times, may work long hours to pull off an event. Occasional work with knives and kitchen instruments and/or lifting and moving furniture. Ability to work in moderate and loud noise environments including, but not limited to: computers, paging, telephones, human voices, sound system, warehouse equipment and live music. Occasional job related travel within Humboldt area or to conferences out of the area.

PHYSICAL DEMANDS:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and /or ability required.

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.
- While performing the duties of this job, the employee is regularly required to sit and talk or listen. The employee frequently is required to reach with hands and arms. The employee is occasionally required to walk and use hands to finger, handle, or feel objects, tools or controls.
- The employee must regularly lift and/or move up to 20 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, depth perception, and the ability to adjust focus.
- The noise level in the work environment is usually moderate.

POSITION TYPE & EXPECTED HOURS OF WORK:

Administrative — 24-30 hours per week, flexible hours.

EEO STATEMENT:

North Coast Co-op provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, North Coast Co-op complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

SIGNATURE:

This job description has been approved by all levels of management:

Manager _____

HR _____

*Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____