



Title:	MEMBER SERVICES & EDUCATION COORDINATOR – 1FTE
Team:	Public Technology Institute & Client & Event Success
FLSA Status:	X Exempt <input type="checkbox"/> Non-Exempt
Reports To:	Director of Member Services, PTI (with dotted line to other leaders)
Supervises:	N/A

The Member Services & Education Coordinator is a key contributor of an established and growing nonprofit organization dedicated to serving government and civic organizations with educational events, programs and services that inspire innovation for the greater good. This dynamic, full-time position has essential internal and externally facing accountabilities that include membership administration and communications, educational programming administration and communications and event coordination. This position reports directly to the Director of Member Services, but will take direction from other team leaders.

The ideal candidate is civic-minded, has a passion for events and life-long learning, thrives in a fast-paced environment, is a skilled administrator and can effectively manage multiple priorities within tight timelines, and demonstrates excellent interpersonal and communication skills. This challenging and rewarding opportunity requires a mix of big picture-thinking and detailed project planning, strong interpersonal and collaborative skills as well as the ability to work independently.

POSITION EXPECTATIONS

- Be proactive, take ownership and be accountable.
- Be adaptable, positive, innovative, and productive with a high degree of initiative.
- Be communicative, collaborative and relationship-focused in approach, by demonstrating excellent interpersonal and customer service skills.
- Have a growth mindset - think and act like an entrepreneur.
- Develop and implement ideas and programs — conduct or carry out procedures and activities to improve programs or products.
- Ask for help when needed, be open to constructive feedback and share ideas for improvement.
- Work independently as well as collaboratively within a team environment.
- Be resourceful – obtain and learn information needed to do the job from all relevant sources.
- Stay calm under pressure and successfully manage multiple projects and time-sensitive demands.

PRIMARY RESPONSIBILITIES BY FUNCTION

Responsibilities include, but are not limited to:

Membership Administration & Communications

- Create and/or manage membership sign-up/renewal processes, databases, reports and records
- Collaborate with accounting/operations staff to ensure timely and accurate membership payments
- Develop and/or contribute to the development and dissemination of assigned membership communications and benefits
- Assist with the development of membership recruitment, retention and engagement strategies, and support the implementation of those strategies
- Assist in the development and manage the dissemination of member surveys and survey reports
- Coordinate annual membership awards, scholarships and elections
- Coordinate logistics for membership meetings and networking activities
- Serve as initial point of contact for members, monitoring & responding to assigned membership email accounts and phone lines
- Attend/participate/support membership-related external and internal meetings as assigned
- Receive, log and route assigned mail and deliveries as needed
- Manage the procurement/purchasing of assigned membership-related materials

Educational Programming Administration & Communications

- Create and/or manage educational program participant registration, databases, reports and records
- Collaborate with accounting/operations staff to ensure timely and accurate education participant payments
- Develop and/or contribute to the development and dissemination of assigned program communications, including maintaining communications with former participants/graduates
- Coordinate/manage the systems/technology needed for virtual/online learning programs, which may include some or all of the following:
 - research and aid in the selection and procurement of learning management systems (LMS) and/or virtual/hybrid event platforms that match program requirements, as well as proper integration with other systems like registration, payment gateways and marketing tools
 - establish and maintain the settings and features needed for LMS and/or virtual sessions, including slides, videos, polls, break out groups, chat and session recordings
 - assess LMS/virtual platform successes and issues; make recommendations for improving processes and user experience in future programs/ events
 - assess the technical needs of virtual presenters and present or distribute relevant training and information resources so all users are prepared to interact with the various features of the event platform before and during the event
 - serve as support for virtual and onsite attendees, speakers, sponsor/exhibitors and room hosts

- download, format and store event/program recordings, and upload content to applications for reuse/resale as needed
- Serve as point of contact for assigned educational programs
- Monitor & respond to assigned educational programming email accounts and phone lines
- Receive, log and route assigned mail and deliveries as needed
- Manage the procurement/purchasing of assigned education-related materials

Event Coordination

- Collaborate with team members to assist with the following activities for events, which may include the following:
 - speaker and participant communications
 - sponsor/exhibitor fulfillment of benefits and communications
 - entertainment or tours
 - the creation of attendee materials such as packets, swag bags or name badges
 - on-site support for attendees, including check-in, session monitoring and volunteer coordination

EDUCATION & REQUIRED EXPERIENCE

- Bachelor's degree in communications, marketing, business administration or related field; or a combination of post-secondary education and relevant work experience to total 8 years
- Minimum 2 years coordinating or administering one or more of the following: educational conferences/events, educational programming, membership associations, or similar programs
- Minimum 2 years contributing to external communications
- Experience using one or more of the following systems/technologies: contact management and customer relationship management systems (i.e. CRM/association management software, marketing/communications platform), virtual training/event platforms (i.e. learning management systems, Zoom webinars, etc.) and event mobile applications

REQUIRED KNOWLEDGE & SKILLS

- Superior written and verbal communication skills
- Strong organizational and time management skills
- Excellent responsive and proactive customer service under pressure and strong relationship-building skills
- Excellent analytical skills and data management
- Willingness and ability to learn new software applications and systems quickly
- Proficient with MS Word, Excel, and Outlook
- Anticipate project needs, discern work priorities and meet deadlines with little supervision

PHYSICAL REQUIREMENTS

- Be indoors, sitting at a desk for the majority of the day
- Travel to and from event sites (primarily local, some outstate); must have driver's license, travel documents and access to a car

- Must be able to pack, lift, and transport program equipment and materials to and from programs
- Must be able to set-up rooms for meetings if necessary – move some tables and chairs, set-up equipment
- Must be able to lift up to 10 pounds on a regular basis; up to 30 pounds occasionally

TOOLS AND EQUIPMENT USED

- Operate standard office equipment (phones, personal computer, copier, printer, etc.)
- Use personal smart phone for remote connectivity (email, phone, voicemail)

COMPENSATION/BENEFITS/WORK ENVIRONMENT

The salary range for this FT exempt position is \$45,000 – \$55,000. Benefits include 401K with employer match, generous paid holiday/vacation/sick time, Health Reimbursement Account (HRA) to offset health expenses and insurance premiums, life insurance, employee assistance and gainsharing. This position is hybrid, with some in-person office time required as well as up to five onsite events/meetings per year. Travel to event locations is required, including local (Twin Cities Metro Area), greater Minnesota and possible national venues.

FOR MORE INFORMATION & TO APPLY

To view the full job description, visit <https://fusionlp.org/about-us/#jobs>

[To apply, send a cover letter and resume to support@fusionlp.org](mailto:support@fusionlp.org)