UNITED WAY OF GREATER CHATTANOOGA

Job Description

United Way of Greater Chattanooga

Position Title: **Coordinator of Membership and Education**
FLSA Classification: Exempt
Reports to: Executive Director, Venture Forward
Membership: Venture Forward Staff

PURPOSE OF THE POSITION:

The Coordinator of Membership and Education (CoM&E) is a member of the Venture Forward (VF) team at United Way of Greater Chattanooga (UWGC), reporting to the Executive Director of Venture Forward. This position is responsible for developing and implementing strategies to effectively recruit, retain and expand VF's membership by planning and providing resources which will accelerate their missions. The Coordinator is charged with developing and managing educational workshops for nonprofits and planning member networking events. The Coordinator will work as part of the VF team, including the Director and Coordinator of the Hub for Social Innovation, assisting with the work of the Hub.

Essential Duties/ Responsibilities:

- Develop, implement and evaluate an annual VF Membership Campaign.
- Manage a portfolio of nonprofit and business member prospects to be cultivated and solicited.
- Plan educational workshops for members and manage all logistics associated with classes including registrations, scheduling and reserving rooms.
- Respond to all member inquiries in a timely manner and track all customer interactions.
- Partner with the VF team and UWGC Finance department to prepare and distribute monthly, quarterly and year-end VF development-related financials.

- In tandem with the VF Executive Director, attend local and regional major events of VF Members.
- Ensure processing of all membership and sponsorship revenue is handled promptly and accurately.
- Monitor and report outcomes related to VF Member resources, including job board usage and effectiveness of VF resources relative to enhancement and sustainability of nonprofit members.

Core Competencies:

- Understanding and appreciation of nonprofit organizations
- Ability to take initiative and execute
- Ability to solve problems and make decisions
- Ability to ask for help where needed and pose thoughtful questions
- Sense of humor and ability to work well in a team
- Superior verbal and written communication skills

CORE COMPETENCIES REQUIRED for ALL STAFF:

- **Mission-Focused:** Catalyze others' commitment to mission and to create real social change that leads to better lives and healthier communities. This drives their performance and professional motivations.
- **Relationship-Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.

- **Collaborator:** Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results-Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward:** Steward of the brand and understands his/her role in growing and protecting the reputation and results of the greater network.

Job Requirements:

- Bachelor's degree and 3-5 years of progressive, demonstrated leadership and success in a staff position with a nonprofit organization.
- Demonstrated project management skills working specifically with multifaceted projects and diverse constituents.
- Ability to identify membership prospects and create cultivation, solicitation, and stewardship activities that build loyalty and trust.
- Professional demeanor and appearance, good judgment, and the ability to work independently, but collaboratively, in goal-oriented team environment.
- Proficiency in Microsoft Office suite, particularly Excel.
- Emotional intelligence, including self-awareness.
- Strong written and verbal communication skills.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Position Type/Expected Hours of Work

This is a full-time position, and hours of work and days are Monday through Friday, 8:30 a.m. to 5 p.m. Occasional evening and weekend work may be required as job duties demand.

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.