



Job Description

Job Title: Member Relations & Events Coordinator

Reports to: CHCA Executive Director

Position Summary: This position is a mix of administrative, customer service and event support responsibilities. This person will be charged with the day to day responsibilities of managing the CHCA membership program including data entry, distribution of benefits to members, handling of member inquiries, staffing member events, and providing reports regarding membership statistics. Familiarity with databases is preferred but not required. This position provides support to the CHCA events throughout the year, including working with local organizations and businesses to set up membership events, and administrative support for the annual fund-raising appeal. Some evening and weekend work is necessary.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to:

- Answer phone inquiries and direct them accordingly
- Sort and circulate office mail
- Check and respond to Voicemail system
- Coordinate with the Chestnut Hill Local with regard to membership subscriptions
- Assist inputting Annual Appeal data and processing deposits
- Manage all aspects of member database
- Create letters and mailings from CHCA Office
- Provide staff assistance at events
- Provide general office support as necessary

May be asked to periodically act as a liaison to CHCA committees (i.e. Annual Appeal Committee, Pastorius Park Committee, etc.).

Competencies:

To perform the job successfully, an individual should demonstrate the following:

- Excellent writing and speaking skills; ability to communicate with people of diverse backgrounds and interests.
- Excellent organizational skills, computer skills (proficiency in Word, Excel, database management); attention to detail.
- Flexibility in order to work effectively with the organization's changing needs, priorities, and management styles.
- The ability to work independently, multi-task, and prioritize day-to-day and long-term projects.

Qualifications:

To perform this job successfully, familiarity with the area located within the 19118 zip code is helpful but not required. Employee should have experience working in a small office, preferably a non-profit organization. They must be able and willing to take direction and prioritize tasks. Commitment to a regular schedule and being punctual is essential. Employee must be able to lift boxes and materials to and from various events. Proficiency in Microsoft Office and use of databases is essential.

Time and Compensation: Position is currently 20 hours per week. The payrate is \$14 per hour.

Member Relations & Event Coordinator – Revised 12/21/2022