

DNS-OARC Membership Coordinator Job Description

Mission:

Play a key role in growing OARC as a well-managed, customer-focused, autonomous, neutral, nonprofit. Perform sales and outreach tasks required to ensure that OARC functions effectively as a sustainable membership organization. Support other OARC Staff in setting and raising high standards of service and support for prospective and existing OARC Members.

Specific tasks:

1. Sign-up of new OARC members and supporters, including but not limited to:
 - Initial response and follow-up to prospective new member/supporter inquiries
 - Pre-screening of potential applicants
 - Processing of new member/supporter applications including data entry, contract approval, account creation and induction
 - Work with OARC Accounting and Administrator to ensure timely invoicing and payment from members, sponsors and donors, assuring Accounts Receivable is kept current
 - Liaison with member purchasing contacts and processes to secure payment approval as needed
 - Prospect for new members and build sales pipeline using contacts from OARC Workshops, social media, other industry events, referrals and other channels
 - Generating of regular sales forecast reports

2. Ongoing support of OARC Members and other stakeholders:
 - Primary point of contact and assistance for OARC members, users, donors and sponsors requiring administrative support
 - Tracking and notification of member annual subscription renewals
 - Develop and implement strategies for retention of existing members, including the creation of new member benefits, and regular solicitation of member feedback and surveys
 - Ensure currency, correctness and integrity of OARC's record-keeping and member/supporter database, including regular refresh contact with participants
 - Solicitation and processing of member upgrades
 - Tracking in-kind contributions from non-paying supporters
 - Downgrade of non-paying members and termination of non-contributing supporters
 - Ensuring all members, supporters and donors have signed off on current contract versions
 - Enable and ensure effective communication and information sharing within OARC community

3. Maintenance, development and support of OARC's internal administrative processes:
 - Document existing membership workflow data-gathering and processes
 - Provide feedback to assist OARC developers in implementing new web-based tools to automate workflow
 - Propose improvements in OARC workflow and tools

4. Other functions:

- Attend all OARC Workshops to assist with registration and general logistics
 - Interact with all attendees with a focus on non-members as prospective new members
 - Provide data/slides on membership for presentation to attendees
 - Assist with elections and proceedings at company General Meetings
- Research and apply for grants, and creation of proposals/statements-of-work as required to support OARC's development projects
- Interact with community via e-mail lists and online chat to answer questions and facilitate discussion
- Maintaining up-to-date, on-line and paper documents and records for OARC subscriptions
- Keep all member-related platforms up-to-date including: Member Portal for members, CRM for prospects, Quickbooks, and OARC website
- Handling of general correspondence and editing/management of OARC documents
- General assistance to OARC President, Board, Staff and Members, and other tasks in support of DNS-OARC activities and projects as required

Role Requirements:

1. Experience:

- Serving high-value stakeholders in a customer service and sales environment
- Familiarity with the unique needs of nonprofits

2. Required Skills:

- Advanced use of traditional office productivity tools, including e-mail, word processing, spreadsheet, presentations, data entry
- Use of distributed cloud-based remote collaboration tools
- Flexible self-starter who thrives in a less structured startup environment
- Motivated to work in a nonprofit, public-benefit culture
- Understanding of the nature and use of web-based CRM, Chat, Portal
- Ability to work unsupervised as part of a geographically-distributed team
- Excellent communications skills both in person and via electronic media

3. Desirable Skills:

- Familiarity with more than one of Windows/MacOS/Linux desktop operating systems
- Experience of client procurement platforms
- Working in an international business environment
- Direct business-to-business sales abilities
- Good on-line security awareness and practices including use of encrypted messaging
- Written/spoken proficiency in languages other than English

4. Location:

- This role will be on the same remote-team work-from-home office basis as all other OARC positions
- Travel to events and sites in the US and internationally several times per year
- Ability to work some hours from OARC's office in Indianapolis, Indiana is helpful but not essential

5. Contracted Hours:

- At least 80 hours per month.