



Family Resource
Center Association

Connecting Colorado's Family Support Network

Job Title: Membership Manager
Reports To: Director of Member Services & Finance
Hours: Full-Time with benefits

Employment: At Will
FLSA Status: Exempt
Date: September 15, 2021

About the Family Resource Center Association:

The Family Resource Center Association's (FRCA) vision is for a Colorado in which every family is thriving and self-sufficient. Our mission is to strengthen families through partnership and collaboration.

www.cofamilycenters.org

Basic Purpose of this position:

Working with the Family Resource Center Association's (FRCA) Executive Director, Program Director, Director of Member Services & Finance, the Membership Manager supports the growth and development of our Membership.

Working Relationships

Internal Relationships: FRCA Staff and Board Members

External Relationships: Family Resource Center Directors and Staff, FRCA stakeholders

Essential Duties and Responsibilities

Project Management

Work with Director of Member Service to provide the following as benefits of membership:

- Using established tools and processes, field, track and manage initial inquiries for membership, membership applications, and annual membership renewal documents.
- Manage onboarding plans for new members, and improvement plans for current members.
- Create and disseminate Annual Membership Survey and assist with increasing response rates.
- Assist members in understanding the requirements of membership and how they can better maximize FRCA as a resource.
- Plan, develop, manage, and track group and individual Technical Assistance opportunities for Member Centers (1-2 per year).
- Assist in operationalizing the member benefit package as FRCA continues to grow on a statewide and national level.
- Serve on Membership Committee as well as coordinate projects and meeting logistics.
- Compile and assess e-newsletter/website content that is important and beneficial for members.
- Grant implementation support for Hunger Free Colorado grant.
- Participate in weekly Program Team meetings

Administrative Support

- Maintain and update contact lists to ensure we are reaching the appropriate audiences.
- Build strategic relationships and partner with key industry players, agencies and vendors.
- Other project coordination, support, management, or administrative duties as assigned.

General Tasks and Responsibilities

- Actively participate in FRCA meetings in a positive, problem solving manner
- Maintain professionalism in line with FRCA policies and standards
- Participate in sub-committees and workgroups as needed
- Represent FRCA and Member Centers in meetings that promote visibility and credibility of FRCA and Member Centers

- Maintain high level of confidentiality as it relates to the agency and all records/documents
- Ability to work flexible hours when needed, including occasional planned over-night travel within the state
- Assist in development of association-level programmatic reports to key stakeholders, including funders
- Develop and monitor regular outcome and evaluation measures for project goals

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

To perform this assignment 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.

Qualifications

- Preferred demonstrated experience (at least two years) providing project management in the human services or nonprofit field.
- Demonstrated problem-solving skills and process management experience.
- Previous experience in a client-facing role preferred.
- Experience in planning, implementing, managing, timely completion and evaluation of projects.
- Strong decision making and critical thinking skills.
- Strong interpersonal skills demonstrated by ability to establish and maintain interpersonal relationships with others including peers, internal and external managers, community groups and other stakeholders.

Competencies

- Excellent customer service skills
- Excellent communication (verbal and written), listening and analytical skills
- Conscientious, organized, very detail-oriented, and results-driven
- Strong working knowledge of Zoom Pro, Eventbrite, Google Suite, and Microsoft Office, including Word, Excel, Outlook, and Power Point.
- Strong facilitation and presentation skills
- Solution-oriented problem-solver
- Ability to work independently, manage multiple tasks and projects, and to assess and change priorities based upon agency needs
- Strong skills working with ad-hoc and formal teams to accomplish positive results

Other Information

- Successful applicant will be asked to authorize a DMV record and other background checks before employment is approved

Work Schedule and Compensation

- This position is full time, 40 hours per week, exempt, salaried.
- This position has some flexibility for partial telecommuting.
- Salary Range: \$49,500 - \$53,000 depending on experience.
- FRCA core hours of operation are Monday-Friday 9:00 a.m. – 4:00 p.m. Schedule options might include 8:00-4:00 or 9:00-5:00. Occasional weekend/evening hours are required.
- FRCA offers a generous benefits package, including:
 - 100% paid health coverage (medical, dental, vision) for our employees on the first of the month following 60 days of successful employment. FRCA covers 50% of health coverage for spouse and dependents.

- Aflac – An optional supplemental insurance policy in addition to the health benefit plan. FRCA will cover half of the cost, up to \$40 per month of this benefit for employees. Employees are eligible on the first of the month following 60 days of successful employment.
- Short term disability available after 90 days employment.
- Ten paid vacation days during the first year of employment. Employees begin accruing vacation and sick time on their first day.
- Two floating holidays at the time of hire. These are paid days off in lieu of having to use vacation or sick time.
- Simple IRA retirement plan with a 3% employer match, eligibility begins January 1, 2022.
- \$25 monthly self-care reimbursement.
- Telecommuting agreement (e.g. working remotely, working from home), or flexible schedule agreement (e.g. working hours different from the regular schedule) will be considered for employees.

Hiring

FRCA is an Equal Opportunity Employer. We are dedicated to diversity and encourage all individuals to apply.

To apply, **please submit the following** to info@cofamilycenters.org with **Membership Manager in the subject line**. Please include:

- **Cover letter addressing how your specific employment experience fits this position**
- **Resume**
- **Candidates that move forward in the process will be asked to provide three (3) professional references**

The posting will close once a suitable pool is identified or when the position is filled. Applicants are encouraged to apply promptly.