



THE JUNIOR LEAGUE
OF THE CITY OF NEW YORK, INC.
130 EAST 80TH STREET
NEW YORK, NY 10075
212 288-6220

Job Description Membership Coordinator

Location: New York, NY
Industry: Nonprofit

Part-Time
Non-Exempt

Reports to the Chief Operating Officer

Organization

The New York Junior League (NYJL) is an organization of women committed to promoting volunteerism, developing the potential of women, and improving communities through the effective action and leadership of trained volunteers. NYJL volunteers are bound by a single goal: to improve the health and well-being of women, children, and families in our city.

Today, the NYJL is comprised of over 60 volunteer committees and is led by a Board of Directors comprised of 14 volunteers who have served the NYJL and the community with distinction. With an annual budget of approximately \$3,000,000, the NYJL's operations are primarily financed through membership dues and volunteer-supported fundraising events.

Organizationally, the Junior League has over a century of history promoting volunteerism in New York City and is one of the most well-established volunteer associations in the world. Presently, the Junior League's global membership encompasses more than 140,000 women in 291 Leagues in four countries.

NYJL's headquarters are located at Astor House, located in the Upper East Side of Manhattan.

Position Summary

The Membership Coordinator is responsible for supporting the Membership Area, including the Volunteer Development, Affiliation and Training Councils. The Coordinator will maintain the membership database and related website information, and will also assist in updating procedures to help streamline the Membership function. In addition to these responsibilities, other responsibilities may be assigned by the NYJL as needed at its discretion.

General Requirements:

- Serves as the primary staff point of contact for all membership-related activities. Responds promptly to member inquires and solicits feedback from volunteers in order to improve service / support
- Works with committees and councils to identify and resolve problems in a timely manner. Skillfully gathers and analyzes information and develops alternative solutions
- Executes projects as assigned including the development of project timelines
- Has strong working knowledge of policies and standing rules
- Provides administrative support to Membership Area

Membership Services:

- Serves as primary point of contact for members and Provisional members with any questions / concerns / requests about their membership and the website, responding to all inquiries in a timely manner
- Coordinates tracking of Prospective Volunteers from orientation through the application process and entry into provisional training
- Provides administrative support as well as information / training as necessary regarding the online placement process
- Acts as main contact with AJLI regarding member tracking and updates, as well as accurate dues billing by AJLI

Database and Website Management:

- Responsible for accurately maintaining / updating the member database and Point of Sale system
- Maintains all electronic application and evaluation files
- Posts event information and registration links to website
- Administers on-line registration and payment system for Provisional Training
- Provides support/training for committee leaders on the Group Share section of the website
- Assists with updates to the member-only section of the website

Accounting Support:

- Sends weekly membership updates to Accounting, partnering with them to reconcile accounts
- Ensures all house accounts are clear before any member transfers or resigns
- Monitors fees paid online/by check to ensure fees for fee-paying courses are received prior to the first class

Other Administrative Reporting & Support:

- Sends monthly membership agenda, including current membership totals and pending items to the COO for presentation to the Board of Directors
- Supports all aspects of the Annual Meeting and other special membership meetings, including notification mailing, ballot tracking, and on-site support at meetings
- Notifies Transfers Committee of recent transfers into the organization
- Coordinates with Provisional Training Committee to confirm course completion of each provisional
- Compiles RSVP's and provides sign-in sheet for each orientation meeting
- Processes attendance lists for member credit
- Submits monthly requests for new / replacement membership cards

Skills & Qualifications

- Excellent organizational skills; highly organized in planning and managing time to meet deadlines
- Have a high level of detail orientation and are self-motivating, hard-working and eager to learn
- Strong customer service focus
- Have great interpersonal skills and are good at working with others and in teams
- Diplomatic and personable
- Energetic and flexible
- Experience with Microsoft Office suite, Database Management
- Ability to use current software and equipment efficiently and effectively and learn / adapt quickly to new technology
- Experience with Mail Merges, Digital Cheetah or online survey tools desired but not required
- Bachelors degree or equivalent experience required

Application

For more information or to apply for this position, please email your cover letter and resume to:

HR@nyjl.org.

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