



Job Description

Volunteer (Membership) Relations and Data Coordinator

Location: New York, NY
Industry: Nonprofit

Part-Time / Flexible Schedule
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 2,700 dynamic women volunteers (members) 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 volunteer membership dues and volunteer-supported fundraising events.

Organizationally, the New York Junior League, the founding Junior League which launched a movement of global Junior Leagues being founded, has over a century of history promoting community-based volunteerism in New York City. Junior Leagues are regarded as one of the most well-established volunteer associations in the world. Presently, the Association of Junior Leagues International's (AJLI) global membership encompasses more than 140,000 women in 291 Leagues in four countries, among which the NYJL is the fourth largest League. The NYJL's headquarters are located at Astor House, located in the Upper East Side of Manhattan.

Position Summary

The Volunteer (Membership) Relations and Data Coordinator is responsible for supporting various areas of the NYJL, including Volunteer Membership, Volunteer Development, Affiliation and Training. The Coordinator will maintain the membership database, analyze volunteer data trends 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 volunteer membership-related activities and inquiries. Responds promptly to volunteer inquiries and solicits feedback from volunteers in order to improve service / support
- Works with volunteer leaders to identify and resolve problems in a timely manner
- Skillfully gathers and analyzes information and develops and proposes alternative solutions and approaches

- Executes projects as assigned, including the development of project timelines
- Will develop a strong working knowledge of internal policies and standing rules
- Provides administrative support to Volunteer Membership Area

Volunteer Membership Services:

- Serves as primary point of contact for volunteer members, prospective volunteers, and transfers to/from other Junior Leagues with any questions, concerns, or 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 initial training course, as well as assist in tracking requirements for completion of course, noting data trends in retention at each phase
- Provides administrative support as well as information / training as necessary regarding the online placement process
- Greet members and external visitors and direct to meeting rooms, answer member questions and assist as needed
- Acts as main contact with AJLI regarding member tracking and updates, as well as accurate dues billing by AJLI

Database and Website Management:

- Utilizes Digital Cheetah internal database tool to track all aspects of membership data - stays up to date in obtaining training and knowledge of the tool and looks for ways to optimize usage
- Responsible for accurately maintaining / updating Digital Cheetah and Point of Sale system
- Maintains all electronic application and evaluation files
- Provides support/training for committee leaders internal section of the website
- Assists with updates to the member-only section of the website
- Provides efficient transactions for members changing status such as leave of absence, transfers to/from another Junior League or resignations
- Oversees online setup and member registrations for member-focused activities and events
- Provides regular and incidental reports on member activities such as demographics, placements in volunteer work, and overall status

Accounting Support:

- Sends weekly membership updates to Accounting, partnering with them to reconcile accounts
- Supports accounting related to membership transfers to/from other Leagues
- Partners with accounting team regarding member dues payments and assist in securing payments

Other Administrative Reporting & Support:

- Sends monthly membership agenda, including current membership totals and data trends and pending items to the COO for presentation to the Board of Directors
- Supports all aspects of the Annual Meeting, General Membership Meeting and other special membership meetings, including notification mailing, ballot tracking, and on-site support at meetings
- Coordinates with and notifies transfers and prospective volunteer committees at each phase of onboarding into the organization
- Compiles RSVP's and provides sign-in sheet for orientation meetings
- Processes attendance lists for member credit

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, curious, hard-working and eager to learn
- Strong customer service focus

- Have great interpersonal skills and thrive in a collaborative work environment
- Diplomatic and personable
- Energetic and flexible
- Experience with data management and analysis strongly preferred
- Knowledge of nonprofit and volunteer landscape a plus
- Experience with Microsoft Office suite, including managing data in Excel
- 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
- Bachelor's degree or equivalent experience required

Schedule

Flexibility in part-time work hours is required. The normal work schedule for this position will consist of approximately 25 – 30 hours per week. Remote work is permissible provided the Coordinator is on site two to three days a week from 1:00 – 8:00 PM for in-person interaction with volunteer members.

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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