

MANAGER OF MEMBER SERVICES



Department:	Agency Administration
Reports To:	Executive Director
Group/FLSA Status:	Administrator / Exempt
Revised:	1/17/2010

SUMMARY: *(Brief description summarizing the overall purpose and objectives of the position.)*

The Manager of Member Services is responsible for agency activities in the areas of planning, development, and communications.

ESSENTIAL FUNCTIONS: *(Typical tasks but not all inclusive – major duties of the position.)*

- Facilitates planning, development, and evaluation of current and new programs, services, and special projects to ensure they are responsive to the needs and requests of member schools, are within the agency's budgetary limitations, and that data is used to make decisions;
- Acts as clearinghouse of agency data regarding members' needs and satisfaction;
- Coordinates agency grant writing and fundraising and provides technical assistance to Service Cooperative staff, along with being the clearinghouse of all grants written through the agency;
- Coordinates consortium of members to increase collaboration and support for local/regional grant writing efforts and provides technical assistance to members;
- Develops and executes the annual strategic communication plan for the agency, including goals, strategies, budget, responsibility, and evaluation methods;
- Responsible for agency website;
- Oversees agency public relations communications, including annual report, news articles, newsletters and press release;
- Provides good public relations and customer service with member districts, staff, parents and the general public;
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES: *(Minimum competencies for job performance.)*

- Thorough knowledge of the principles and practices of a Manager of Member Services;
- Thorough knowledge of fundraising and grant writing;
- General knowledge of the agency and its programs and services;
- Ability to demonstrate confidentiality;
- Ability to handle a variety of assignments or problems independently;
- Ability to apply a variety of procedures, policies, and/or precedents;
- Ability to read, summarize, and/or compare data;
- Ability to communicate effectively and professionally both orally and in writing;
- Ability to write reports and correspondence;
- Ability to use modern office equipment and related software.

EDUCATION AND EXPERIENCE: *(Minimum level of education and experience required.)*

- Bachelor's Degree and considerable experience in a job-related field OR equivalent combination of education, training, and experience in a job-related field that enables performance of all aspects of this position.

LICENSES, CERTIFICATES, AND REGISTRATIONS: *(Minimum required to perform the job.)*

- Valid Driver's License.

SUPERVISION: *(Level of supervision received and supervision exercised/size of group supervised.)*

- Work is performed under limited supervision of the Executive Director;
- No supervisory responsibilities.

WORKING CONDITIONS: *(Physical/sensory requirements and environmental conditions.)*

- Business travel is required;
- Work may require long hours including early morning, evening, and weekend activities;

- This is sedentary to light work requiring the exertion of up to 25 pounds of force occasionally, and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body, and a negligible amount of force constantly to move objects; work requires stooping, reaching, standing, walking, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information through normal spoken word; visual acuity is required for preparing and analyzing written or computer data, inspections involving small defects and/or small parts, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside and outside environmental conditions and may be exposed to bloodborne pathogens.

The information contained in this job description is for compliance with the Americans with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. The individuals currently holding this position perform additional duties and additional duties may be assigned. The physical demands and work environment describe here are representative of those that must be met or will be encountered while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description does not constitute an employment agreement between SWWC and employee and is subject to change by SWWC as the needs and requirements of the position change.