



POSITION ANNOUNCEMENT Reno, NV

CHALLENGING AND REWARDING OPPORTUNITY TO MAKE A DIFFERENCE IN JUVENILE AND FAMILY COURT SYSTEMS

Membership Experience Coordinator

Application Deadline: September 30, 2022

Salary Range: \$50,000 - \$58,000

FLSA Status: Exempt

The National Council of Juvenile and Family Court Judges (NCJFCJ), a national non-profit organization, is seeking applications to fill the position of **Membership Experience Coordinator** in Reno, NV. This position will build on the NCJFCJ's exceptional 85-plus year record of improving practices in courts and systems and raising awareness of the core issues that touch the lives of many of our nation's children and families. As a leader in continuing education opportunities, research, publication development, technical assistance, and policy development in the field of juvenile and family justice, the NCJFCJ is unique in providing practice-based resources to jurisdictions and communities nationwide. View the NCJFCJ's current initiatives at: www.ncjfcj.org/about.

The mission of the NCJFCJ is to provide all judges, courts, and related agencies and practitioners involved with juvenile, family, and domestic violence cases with the knowledge and skills to improve the lives of the families and children who seek justice. The NCJFCJ values team members who are independent, creative, tenacious, resourceful, dependable, and passionate about their work. NCJFCJ staff work collaboratively in a team setting to achieve this mission.

This full-time **Membership Experience Coordinator** position is located in Reno, Nevada. Reno is the largest city in Northern Nevada. It is nestled on the eastern slope of the Sierra Nevada Mountains and provides unlimited indoor and outdoor recreational activities. Spectacular Lake Tahoe and the world's largest concentration of ski facilities are all within a fifty-mile radius. Biking, camping, fishing, and mountain climbing are all activities Reno residents and visitors enjoy. For more information, please visit <https://www.washoecounty.gov>.

The minimum requirements for the **Membership Experience Coordinator** position include:

- Undergraduate degree from an accredited university
- At least two years of professional experience directly related to the duties and responsibilities of a membership coordinator
- An equivalent combination of training, education, and experience
- A passion or preference for working in a non-profit environment

The successful candidate for this position will:

- Collaborate and work with all departments, as well as the appropriate NCJFCJ committees, to create and implement membership promotional strategies and programs that encourage membership growth and retention
- Maintain, update, and ensure the accuracy of the membership database, and provide statistical information on membership numbers, retention rates, renewal rates, costs, and other data as needed
- Manage membership correspondence and materials, including timely and positive communication with new and renewing members
- Provide presence and oversee membership function within conference settings, including promotion of benefits of membership, and purchase and sales of NCJFCJ promotional items
- Serve as staff liaison and provide support for meetings of NCJFCJ committees as assigned
- Develop and implement innovative membership programs to recruit new members and sustain the support, interest, and active involvement of existing members
- Develop, write, and produce effective membership marketing pieces
- Establish and implement membership recognition program
- Coordinate the processing of membership applications, membership renewals, invoices, correspondence, and expirations
- Register participants for various meetings and conferences
- Reconcile and run reports for travel, conference and meeting registrations, memberships, donations, and pledges
- Perform duties of the on-site registrar during major national conferences
- Assist with travel documentation process, including assigning Travel Numbers, creating Travel Request documents and Travel Expense Voucher templates

For more information regarding the work experience, educational requirements, and essential job functions, please refer to the **Membership Experience Coordinator** job description attached.

The successful candidate for this position must be able to travel to and relocate to Reno, Nevada. The NCJFCJ is not able to provide reimbursement for interview travel or relocation expenses.

The NCJFCJ's current benefit package includes medical/dental/vision/prescription coverage for full-time employees and their dependents. Life insurance, and retirement savings plan with employer match after one year of employment. If you are a dynamic and professional individual who appreciates demanding yet gratifying work, we invite you to submit your completed application materials.

FOR FULL CONSIDERATION, applicants must submit the following no later than September 30, 2022:

- Tailored Letter of Interest
- Résumé or CV

~ NCJFCJ is proud to be an Equal Opportunity Employer ~

NATIONAL COUNCIL OF JUVENILE AND FAMILY COURT JUDGES POSITION DESCRIPTION

MEMBERSHIP EXPERIENCE COORDINATOR

Job Data	Pay Grade: PRO1 FLSA Status: Exempt Reports to: Director of Finance Date: September 2022
Job Summary	<p>The Membership Experience Coordinator will assist in the development and support of the NCJFCJ's membership and outreach programs. This position will focus efforts on the recruitment and retention of members through membership services and on development and revenue generation to meet annual operating revenue goals. This includes coordinating with board and staff members on strategies to extend the NCJFCJ's reach and attract new members. The Membership Experience Coordinator will carry out a wide range of duties including data management, correspondence, event planning, and have direct contact with the NCJFCJ's board, members and potential members. The Membership Experience Coordinator position requires initiative, discretion, strong social media and marketing skills, database management, customer service skills, and the ability to make judgements and recommendations to ensure smooth day-to-day engagements.</p>
<p><i>In the performance of their respective tasks and duties, <u>all employees</u> are expected to practice and apply the following principles:</i></p> <ul style="list-style-type: none"> • Grasp broad overview of NCJFCJ and develop working knowledge of its programs and services • Follow organizational and departmental policies, procedures, protocols, and systems • Perform quality work, with or without direct supervision • Interact professionally and respectfully with all staff, members of the organization, public and private officials, faculty, partners, suppliers, local communities, and the general public • Work collaboratively and effectively with all members of the organization, whether as a team player, team leader, or individual contributor • Work independently while understanding the necessity for communicating and coordinating work efforts with managers, staff, and other organizations • Meet professional and work obligations through efficient work habits by meeting deadlines, honoring schedules, and coordinating resources in an effective and timely manner • Be self-motivated and highly responsive to individuals, staff, members, and the organization • Demonstrate independent decision-making, problem-solving, creative thinking, and analytical skills • Approach work with a positive attitude, sense of humor, and energy • Willingness to continuously learn and be flexible • Use discretion in managing sensitive, proprietary, or confidential information • Be responsible stewards of the organization's resources 	
<p>The following generally describes the essential functions, minimum education, experience, knowledge, skills, and abilities required to enter the job and to perform the responsibilities and duties of this position.</p>	
Essential Functions Required	<p><i>Essential functions and responsibilities may include, but are not limited to, the following:</i></p> <ul style="list-style-type: none"> • Develop and implement innovative membership programs to recruit new members and sustain the support, interest, and active involvement of existing members • Collaborate with all departments, programs, and appropriate committees to create and implement membership promotional strategies and programs that encourage membership growth and retention

JOB DESCRIPTION

MEMBERSHIP EXPERIENCE COORDINATOR

	<ul style="list-style-type: none"> • Assist in writing and producing membership marketing and communications materials • Coordinate the accounting of payments and invoicing for conference and meeting registrations; new and renewing memberships, and donations and pledges; manage database for reconciliation to the general ledger; develop system-wide queries and reports; and maintain billing records • Coordinate the processing of membership applications, membership renewals and expirations, and invoices • Coordinate with Administration on gift acknowledgement letters • Establish and implement membership recognition program • Maintain, update, and ensure the accuracy of membership database • Provide membership statistical data and information as needed (e.g., membership numbers, retention rates, renewal rates, costs, etc.) • Provide presence and oversee membership function with conference settings, including promoting benefits of membership and sales of promotional items • Assist with content development of communications materials such as brochures, website, and annual report • Prepare materials for distribution at various outreach events and maintain internal inventory of these materials • Identify new opportunities for membership drives or campaigns • Contribute content for the development of membership related materials in electronic and print media, the web, and social media • Serve as staff liaison and provide support for committee meetings as assigned • Reconcile and run reports for conference and meeting registrations, memberships, donations, and pledges • Perform duties of the on-site registrar during major conferences • Assist with travel documentation process, including assigning Travel Numbers, creating Travel Request documents and Travel Expense Voucher templates • Coordinate with internal parties to ensure all trips have proper approvals • Audit travel documentation for completeness in accordance with policies • Assist the Conference and Travel Management Department with administrative tasks in preparing conference documentation such as event registrant information packets • Provide administrative support including, but not limited to, initiate/draft correspondence, and assist or collaborate on other work and accounting projects as directed • Other duties as assigned*
Education and Work Experience	<ul style="list-style-type: none"> • Undergraduate degree in business, marketing or a related field • Two years of relevant work experience, preferably at a non-profit organization • Background in membership coordination, marketing, or communications • Experience with MemberSuite • Graphic design/Adobe Creative experience, preferred • Experience using social media in creative ways to help advance an organization • Equivalent combination of training, education, and experience in a relevant field
Knowledge, Skills, and Abilities (KSAs)	<ul style="list-style-type: none"> • Knowledge of administrative, clerical, and office procedures and systems, • Excellent and compelling writing skills, including a strong grasp of English grammar, punctuation, copy editing, and proofreading skills, • Strong computer skills, including familiarity with features of MS Office, particularly Excel, PowerPoint, and Word, • Ideal candidates will be proactive, highly creative self-starters who like to problem solve and work collaboratively with a team, • Knowledge of proper telephone and email practices and etiquette
Physical Demands	<ul style="list-style-type: none"> • Extended periods of sitting • Extended use of desktop/laptop computer and peripheral equipment

**JOB DESCRIPTION
MEMBERSHIP EXPERIENCE COORDINATOR**

	<ul style="list-style-type: none">• Read and analyze fine print for extended periods• Occasional stooping, standing, carrying• Occasional lifting up to 50 lbs. (with assistance) <i>The physical demands of this position are representative of those that must be met in order to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i>
Work Environment	<ul style="list-style-type: none">• Fast-paced, high-pressure, professional office• Evening, weekend, holiday, and overtime work may be required• Some travel, locally and nationally, may be required

****The statements herein are intended to describe the general nature and level of the position, but are not necessarily a complete list of responsibilities, duties, and skills required of employees so classified. As such, responsibilities, duties, and required skills may be changed, expanded, reduced, or deleted to meet the business needs of the National Council of Juvenile and Family Court Judges. Furthermore, they do not establish a contract or implied contract for employment.***