

Mt. Si Senior Center
Engagement Coordinator
1.0 FTE, Non-exempt
\$21.50 - \$23.50 / hour



POSITION SUMMARY: Under the supervision of the Executive Director, the Engagement Coordinator will be responsible for connecting seniors and community members with opportunities to participate in activities and events at the Center, volunteer to further our mission, and support the Center by becoming a member. The Engagement Coordinator will manage a volunteer-assisted front desk and orient new clients and guests to optimize opportunities for participation. This individual will also have an active leadership role on the membership and volunteer committees. The Engagement Coordinator will provide oversight and development in all aspects of both the membership and volunteer programs including planning, recruitment, orientation, training, and managing appreciation events.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Client Services / Front Desk Operations (approximately 50% of time)

1. Manage and operate a volunteer-assisted front desk and train front desk volunteers on specific duties. Front desk operations answering phones, greeting guests, processing meal and event payments and ticketing, guest registration, and other duties.
2. Handle cash, credit card or check payment for activity fees, membership, donations, or services. Prepare receipts and maintains records. Process refunds and credits and manages credit accounts.
3. Schedule and coordinate volunteers to assist with front desk functions and administrative support tasks.
4. Ensures that front of house volunteers deliver a positive and satisfying experience when visiting the Center.
5. Actively seeks opportunities to create relationships among the organizations and businesses within the community that would guide seniors to MSSC's programs and activities.
6. Address and satisfy or resolve client requests, needs, suggestions, and complaints, as appropriate.
7. Receive and route client intake forms, membership applications, volunteer applications, and donation paperwork.
8. Close out and reconcile register daily and assist with bank deposits.
9. Open the Center Monday through Friday.

Volunteer Coordination (approximately 35% of time)

10. Chair volunteer committee and inspire, mobilize and engage volunteers including oversight of recruitment and orientation process.
11. Process volunteer applications and background checks.

12. Ensure information on available volunteer assignments, orientation materials, and information about RSVP insurance are up to date and provided to all volunteers.
13. Coordinate volunteer schedules to optimize coverage as needed in various areas of facility operation.
14. Update and maintain volunteer scheduling application, SignUp Genius.
15. Collect volunteer information on availability, skills, and preferences for assignments to ensure optimal satisfaction and retention.
16. Chair the Volunteer Leadership Team and oversee the implementation and further development of the Volunteer Improvement Plan to recruit, engage, and retain high-value volunteers.
17. Keep new and existing volunteers informed about opportunities within the organization.
18. Monitor volunteer compliance with MSSC policies and procedures and implement performance improvement plans as needed to rectify any issues identified with execution of assigned duties.
19. Assist in reporting requirements and monitoring compliance with affiliate/ RSVP expectations.
20. Maintain/ update volunteer Program Guide and Handbook, copy and assemble materials, schedule meeting and training spaces, and order supplies to support all aspects of general volunteer orientation.
21. Conduct volunteer satisfaction surveys and compile related reports to inform Volunteer Improvement Plan development and implementation.
22. Ensure training for volunteers in all other areas of service is completed by the appropriate manager and maintain training records, update manuals/ checklists to support a complete understanding of operational procedures for that area of service.
23. Coordinate volunteer appreciation activities and events.
24. Participate in training to further one's own understanding, knowledge, and skills relating to volunteer coordination.

Membership Coordination (approximately 15% of time)

25. Plan the annual membership campaign, including development of related materials and business / member solicitations.
26. Maintain membership database, including input of records, processing lists, and generating reports as needed.
27. Update applications for membership as needed and process applications for membership including handling payments and data entry related to same.
28. Track membership on a monthly and annual basis and report to Executive Director on progress towards goals.
29. Assist with developing and editing membership marketing materials, emails, scripts, thank you/appreciation letters, and other member communications.
30. Organize events and activities for existing and prospective members such as tours, onboarding and hospitality hour initiatives, and members only events.
31. Chair membership committee.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements below are representative of the knowledge, skills, abilities and attributes required.

1. Educational background or experience working with people in a client-focused position.
2. Ability to respond to multiple demands in a courteous and effective manner.
3. Excellent written and verbal communication skills.
4. Strong organizational skills.
5. Ability to motivate self, complete tasks in a timely manner, manage multiple priorities in a busy environment and produce work that is consistent in quality and quantity.
6. Ability to understand relationships between tasks and intended outcomes.
7. Ability to inspire others, foster growth and development, and motivate others.
8. Work effectively with a variety of people and personalities.
9. Demonstrated ability to achieve results through collaboration and leadership.
10. Ability to maintain confidentiality.
11. Experience with data entry, generation of reports with relevant computer skills to same.
12. Technically proficient with a range of PC programs including word processing, spreadsheet, email and scheduling programs (i.e. Word, Excel, Outlook). Familiar with presentation software (PowerPoint).
13. Technically proficient with Point of Sale software/ hardware (cash register, credit card machine, and client check-in kiosk).
14. Experience with handling payments, preparing receipts and deposits.
15. Proven ability to work with database programs.
16. Experience with using publishing software and graphics to create effective written communications or promotional materials or ability to quickly learn.
17. Experience relating to diverse groups of people in a respectful manner regardless of their backgrounds and lifestyles (e.g., diverse levels of income, physical ability, education, language, etc.).
18. Ability to work flexible hours, some nights and weekends.
19. Valid Washington State Driver's license and access to an insured vehicle.

PREFERRED QUALIFICATIONS

20. Bachelor's degree preferred.
21. Educational background and experience in a relevant field (i.e. marketing, management, communications, planning, human resource management, volunteer management, and/or organizational development.)
22. Three years or more experience working with volunteers and knowledge about volunteer engagement and management or in membership coordination or services.
23. Direct experience working with elderly populations or persons with disabilities.

WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Much of the work is done while seated in front of a computer.

Note: All employees are subject to periodic Criminal History Background Checks.

ORGANIZATIONAL RELATIONSHIP:



Salary and Benefits: Salary DOE. Full benefits package available including medical, dental and 401K.

HOW TO APPLY:

If you are interested in applying for this position, please submit your resume, cover letter, and salary requirements to susan@mtsiseniorcenter.org. No calls please.

This position will remain open until we find the right person to become a dynamic member of our team.

ORGANIZATIONAL OVERVIEW:

Mt. Si Senior Center has been serving the needs of seniors in the upper Snoqualmie Valley as a 501(c)(3) since 1979. The Center enhances the quality of life for older adults in the Snoqualmie Valley by providing a comprehensive network of services including health and wellness checks, fitness classes, information and assistance, social and recreational opportunities, educational programs, volunteerism, housing, and transportation. We are proud of the work we do and have a passion for helping people. Become an integral part of our dynamic and growing organization.

Mt. Si Senior Center is an equal opportunity employer. The agency does not discriminate on the basis of race, color, gender, socio-economic status, marital status, national or ethnic origin, age, religion or creed, disability, or political or sexual orientation.