

## JOB DESCRIPTION

We are hiring a new position for our small organization: the Community Engagement and Member Success Coordinator. This position is the hub for helping our community members get connected. The Coordinator is responsible for signing people up for CIS programs and running our office day-to-day. This role will also be crucial in developing a digital resource center that will serve the Upper Allegheny Valley from right in the heart of Tarentum.

The Community Engagement and Member Success Coordinator will need the ability to learn quickly and work independently to assist our small team in accomplishing our mission.

## EXPERIENCE

We recognize lived experience as valuable, so please do not hesitate to apply even if you do not meet the requirements below.

- High school diploma or equivalent

## HELPFUL EXTRAS

- Experience working with nonprofit organizations
- Experience working in community organizations
- GIS mapping abilities
- Spanish proficiency
- General technical knowledge of modern devices

We're looking for someone who can complete critical tasks, recommend methods for improvement, utilize our customer relationship management tools, and actively engage with volunteers, staff, and community members. A solid working knowledge of or willingness to study membership and community engagement is necessary. General knowledge of and comfortability in using technologies (Google applications, email, smartphones, computers, wifi routers, etc.) will aid in on-the-job training for the specific technical aspects of the job. This position will coordinate specialized work efficiently, with confidence and competence. The position requires above-average attention to detail and a strong commitment to tasks completed on time.

## JOB DETAILS

**Job Type:** Direct Hire, Full time, Exempt

**Location:** The Murphy Building 414 Corbet St Suite 200 Tarentum, PA 15084

**Work:** 40 hours a week in person in Tarentum

- Potential for overnight and extended travel to serve remote communities
- Maximum of 3 days

**Salary 2024:** \$48,000

**Benefits:**

- Up to 3% In IRA Match Available
- Permissive PTO - unlimited with approval
- 13 paid holidays

### To Apply:

- Visit [www.bringtheweb.org](http://www.bringtheweb.org) for more information
- Email your resume to [info@bringtheweb.org](mailto:info@bringtheweb.org)
- Call Colby Hollabaugh, Executive Director at 412-945-7374

# COMMUNITY ENGAGEMENT AND MEMBER SUCCESS COORDINATOR

## CORE RESPONSIBILITIES

**Customer Communications:** Compassion and empathy are a must to help our members get connected.

- Contact all users who have signed up for service to schedule installations
- Follow up with previous customers
- Enter and upkeep customer records within our CRM
- Work with the technical team to provide customers with information and clear scheduling.
- Answer CIS's main phone number and assist in directing calls
- Follow up with online inquiries
- Conduct post-installation follow-ups

**Managing Invoicing:** Independence and responsibility to help us ensure our members are respected.

- Manage the CIS customer payment protocols, ensuring compliance with best practices and maintaining a customer-focused approach.
- Accurately create customer profiles and ensure data security
- Set customer profiles up for the correct program and billing cycles
- Recognize different customer types - differentiating between invoices
- Keep track of late payments reaching out to customers falling past due
- Maintain all invoices are sent at the proper time to the correct customer

**Marketing Support:** Creativity to help us reach those who need our help.

- Influence and support the marketing team by organizing content, creating content, helping with major decision-making, and brainstorming brand ideas.
- Help oversee marketing materials orders and costs.

**Manage Program Operations:** An innovative mindset and desire to help community members grow.

- Manage membership enrollment for CIS services, looking at ways to grow and improve them to better serve our community.
- Provide feedback from the community on CIS service planning and design.
- Learn from managed programs and create change from what was learned.

**Business Operations:** An organized mind to help us stay on track.

- Be the designated record keeper on meetings as assigned.
- Assist in time management and tracking for all members of the organization.
- Complete and file administrative documents related to programs and members.

**Outreach:** An outgoing personality and desire to interact with community members we serve.

- Speak to people in person about CIS services and how we help them connect
- Make connections with future partners and organizations
- Find like-minded events throughout the Greater Pittsburgh area to spread brand awareness
- Ability to organize and order proper outreach materials for easy setup
- Manage volunteers and staff attending outreach events
- Conduct outreach to existing partner organizations, supporting key programs and initiatives.

**General tasks and intangibles:** The unique parts of you.

- A willingness to learn and engage in new items
- Able to work independently and be productive with minimal supervision
- Willing and able to participate and contribute in meetings and conversations
- Capable of coming up with unique ideas and solutions to new opportunities and challenges