



## Membership Coordinator

**JOB TITLE:** Membership Coordinator

**REPORTS TO:** Executive Director

**STATUS:** Full Time in-person

**PAY RANGE:** \$20-\$23/hr

\*This position does require evening and weekend shifts.

### ORGANIZATION MISSION

*Generator is a combination of business incubator, artist studios and classroom at the intersection of art, science, and technology. We provide the tools, expertise, education, and opportunity to enable all members of our community to create, collaborate, and bring ideas to fruition.*

### POSITION OVERVIEW

Generator's Membership Coordinator is equal parts people person, administrative organizer, and systems thinker. They will strive to meet the varying needs of our existing members while also working to refine and expand Generator's membership program to ensure it is user-friendly, welcoming, and supports our ever-evolving maker community.

### DUTIES AND RESPONSIBILITIES

- Provide excellent customer service to members via email, phone, one-on-one meetings, attending membership meetings, and communicating on our online member forum. Respond to inquiries related to billing, events, policies & procedures, and other member needs.
- Coordinate Membership Program to include: onboarding & offboarding processes reviewing membership application, facilitating member orientations, reviewing payment posts, customer surveying, and other administrative tasks related to membership.
- Support Volunteer Program to include: Assisting with recruiting, scheduling, onboarding, offboarding, data management, and growing this program to foster and encourage an engaged community.
- Provide daily data entry, updates, and management of member accounts in Generator's CRM & payment portals; coordinate with the staff team on data management processes to grow our audience.
- Strategize, evaluate and coordinate with the team to implement member recruitment and retention processes; Ensure surveys and member communications are consistent.
- Schedule and lead Generator tours for potential members and guests.
- Monitor and update member resources including member calendar & portal functions, how-to manuals, and policies & procedures to create a safe and welcoming space.
- Coordinate membership engagement opportunities that foster community and celebrate our members.



- Participate regularly in the member forum where they engage directly with members, answer questions, and initiate discussions, all while listening and learning from members about how they use Generator.
- Administer surveys to learn more about member needs, new member experiences, and to keep a pulse on the community.

### AUXILIARY DUTIES

- Attend staff team meetings.
- Support Generator with other duties as assigned.
- Attend and support events

### QUALIFICATIONS

- 1+ years experience with Salesforce, HubSpot, PayPal, or other CRM or can demonstrate capacity to work with and learn software tools.
- 1+ years experience with G-Suite or MS Office Suite (word processing, spreadsheets, and slide presentations).
- 2+ years of customer service experience.
- Experience in data management.
- Strong attention to detail and organization.
- Excellent written and verbal communication skills.
- Ability to organize a daily workload by priorities.
- Ability to meet deadlines in a fast paced, rapidly evolving, collaborative environment.
- Proactive approach to problem solving.
- Must be outgoing and the kind of person who doesn't hesitate to introduce themselves to new or unfamiliar faces.

### BENEFITS

- Health Insurance; Dental Insurance; Vision Insurance; 401K; Generator Membership

**Please send a resume and cover letter to [greg@generatorvt.com](mailto:greg@generatorvt.com). No phone calls please.**

*Generator is committed to building a work community that is equitable and represents a vibrant diversity of background, experience, perspective and thought. Candidates across all markers of identity (age, race, gender, ability, communication styles, etc.) are highly encouraged to apply.*