

National Association for State Community Services Programs

Member Services Associate

Overview

The National Association for State Community Services Programs (NASCSP) is the sole national association charged with advocating and enhancing the leadership role of States in the administration of the Community Services Block Grant (CSBG) and Weatherization Assistance Program (WAP). NASCSP's mission is to increase capacity in States to achieve economic security and energy efficiency in low-income communities. NASCSP keeps its members, the federal government, and other interested parties informed about issues related to CSBG and WAP through its publications and training. For more information, please visit www.nascsp.org

Position Description

The Member Services Associate supports member services and NASCSP's Board, working closely with the Operations Director and Director of Training and Technical Assistance to meet the goals of the organization. The Member Services Associate must be extremely organized, pay close attention to detail, understand how to prioritize a constantly evolving workload, manage relationships, be a team player driven to learning new skills and software, and bring motivation and innovation to the role. The Member Services Associate reports to the Operations Director.

Essential Responsibilities:

Member Services and Operations

- Serves as point of contact for outreach to Members for and collection of dues payments. Responsible for updating member records and recording and tracking dues in CiviCRM.
- Liaise with Board President to facilitate and update Board committee organization and member outreach.
- Develop and maintain Member Portal, providing login credentials and creating and maintaining webpage for key Board documents.
- Develop and maintain standard operations for Member communications.
- Support Operations Director in preparation for and facilitation of Board meetings, membership elections, and other Board-related activities, as necessary.
- Support Director of Training and Technical Assistance in executing conference-related tasks, including but not limited to developing and maintaining conference apps, conference-related webpages and registration, and providing on-site support as needed.
- Collaborate with NASCSP's website contractor, communications, and program teams to ensure ongoing maintenance of NASCSP's website.

Training and Technical Assistance

- Assist with facilitation of NASCSP conferences, workshops, webinars, and seminars, including support of off-site and virtual training and technical assistance (up to 10% travel possible).
- Assist in the development of training materials and publications and standardize content for routine training topics.

Program Support

- Support and maintain mailing lists databases to facilitate distribution of NASCSP newsletters.
- Assist Program teams with webinar support, including scheduling, polling, and website updates, as necessary.
- Maintain NASCSP's internal events calendar to keep staff abreast of events and important deadlines.

Other Duties as Assigned by Operations Director

Qualifications

- BA or BS required (commensurate experience may be considered in lieu of degree).
- At least two years of relevant experience is a plus.
- Experience with MS Office Suite/Office 365, including Excel, OneNote, and Power Point; Constant Contact and WordPress is desired.
- Experience with databases and CRM systems, such as CiviCRM, a strong plus.
- Strong verbal and written communication skills.
- Demonstrated meticulous attention to detail is required.
- Ability to manage multiple tasks with little supervision.
- Driven to learn new skills or learn new software or applications.
- Ability to travel potentially up to ten percent.

Salary Range / Benefits

This position is fully remote, preferably with residence in the Washington DC region.

Salary range: \$60,000 – 65,000 annual salary, based on experience and remote vs. local residence.

Benefits: Medical, Dental, Vision Insurance; Life, AD&D & Long-term Disability Insurance; Sick and Annual Leave; Paid Holidays, Simple IRA Retirement Plan.

Submission: Interested parties should send their cover letter/resume, in one PDF document, to nascspempops@gmail.com. Please note the job title “Member Services Associate” with your last name in the subject line. **For best consideration, please apply by Friday, July 19, 2024.** We expect to conduct interviews at the end of July and August for a September start date.

NASCSP promotes equal opportunity and welcomes qualified applicants of all backgrounds and experiences. NASCSP does not discriminate on the basis of age, race, religion, sex, sexual orientation, gender identity or expression, political affiliation, disability, military or veteran status, or any status in any group protected by state or local laws. Reasonable accommodation may be made for individuals with disabilities. If reasonable accommodation is required to participate in the job application or hiring process, please contact mcousins@nascsp.org