



Membership Data Customer Service Coordinator Job Description

About AJLI:

Founded in 1901 by New Yorker and social activism pioneer Mary Harriman, the Junior Leagues are charitable nonprofit organizations of women, developed as civic leaders, making a demonstrable impact on their communities. In 1921 the Leagues joined forces as an association, which is today known as The Association of Junior Leagues International, Inc., in order to bolster their power and amplify their voice through shared knowledge and common causes.

True to their mission, today's League members work at the forefront of social reform, tackling the toughest and most critical issues of the day—including childhood nutrition and obesity, human trafficking, foster care, juvenile justice, teen self-esteem, cybercrimes, literacy and the environment, among others—for the purpose of enhancing the social, cultural and political fabric of civil society.

As a result of this work, The Junior League—and the more than 112,000 women in over 298 communities in the United States, United Kingdom, Canada, Mexico, Kenya, and France who comprise its ranks—has amassed an archive of tangible results and a reputation as thoughtful and influential change agents dedicated to the public good.

Today AJLI is a charitable nonprofit organization that provides continuity and support, guidance, and leadership development opportunities to its member Leagues. Through regional, national and international meetings, comprehensive resources, customized consultations, and League and member benefits, it supports its member Leagues in the fulfillment of The Junior League's Mission. AJLI is governed by a Board of Directors, which is accountable to the Leagues and comprised of women who are members of the Junior Leagues in their communities. The Association's staff, under the leadership of the CEO, provides services to Leagues that support the established goals.

Position Summary:

As the Membership Data Customer Service Coordinator, you will be a vital part of our Operations team, taking on various roles, including data management, platform sales, customer service and support. You'll work collaboratively with cross-functional teams to develop and implement solutions that align with our organizational initiatives. This position will work in tangent with our public website team and our IT consultants. This position reports to the SVP of AJLI Operations and is on the Operations team.

The ideal candidate possesses an innate understanding of membership databases, customer service, and optimizing work solutions. You should be comfortable working both independently and within a team. In this role, you'll be responsible for supporting and maintaining the integrity of the organization's membership database.

Responsibilities:

THE ASSOCIATION OF JUNIOR LEAGUES INTERNATIONAL

Mailing Address: PO Box 5501 Old Bridge, NJ 08857

www.ajli.org 212.951.8300 / 800.955.3248

- Serve as AJLI primary administrator in Member Essentials, including collaborating with our IT consultants, developing policies, procedures and protocols that maintain the accuracy and build the efficacy of AJLI's data.
- Execute strategy to move all member Leagues to Member Essentials, ensure appropriate timeline and coordinate with our IT consultants on migration.
- Collaborate with IT consultants and Digital Cheetah on development customizations to enhance the Member Essentials platform.
- Communicate regularly with League website team to ensure strong communication plan on League deliverables and customer service; ensure League Success Managers are included on League communication
- Host Demos of Member Essentials to interested Leagues
- Maintain a thorough knowledge of organizations data architecture; assess and propose changes when needed
- Serve as the primary Member Essentials support contact and coordinate with IT consultants to ensure support is provided
- Optimize support responses and develop plans and strategy to ensure prompt customer service is provided
- Conduct staff training, including on-boarding of new team members to Member Essentials
- Coordinate and track Member Essentials billing needs
- Communicate updates, trainings and other relevant information to League Administrators around Member Essentials
- Monitor Member Essentials support tickets in FreshDesk
- To perform other duties as assigned

Qualifications:

- In-depth knowledge of non-profit membership databases (Member Essentials experience preferred)
- Proven track record of managing multiple projects simultaneously
- Experience in identifying users' needs, developing solutions, presenting new protocols
- Experience developing training materials and presentations and supporting users individually
- Must possess strong communication skills, including ability to effectively train and support constituents with a broad range of technical skills
- Excellent written and verbal communication skills
- Strong analytical, organizational, and communication abilities
- Flexibility in meeting demands and remaining positive during interactions is essential
- Creative, resilient and strategic in approach
- Must be able to evaluate problems accurately and display good, sound judgment
- Must be result-oriented, mission-driven, and accountable
- Ability to resolve conflicts appropriately
- Ability to work independently and collaboratively to maximize teamwork across the organization
- Advanced proficiency with Microsoft Office Products (Word, Excel, PowerPoint)
- Basic proficiency in HTML, CSS, and WordPress preferred

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Employee Requirements:

- Commitment to safety and security standards
- Adherence to attendance and employee handbook policies
- Support for workplace diversity and inclusion initiatives
- Collaboration and teamwork to achieve AJLI's mission goals

Work Environment:

This role is fully remote.

Position Type/Expected Hours of Work:

This is a full-time, exempt position. The days and hours of work are Monday through Friday, 9-5 pm. Occasional evening and weekend work may be required as job duties demand.

Professional EEOC Commitment:

AJLI is an equal employment opportunity employer.

Application Procedure:

To apply, please submit your current resume, cover letter, interest, and qualifications to mlarose@ajli.org.

Join us in our mission to create meaningful community impact and empower women's leadership through volunteer action. Your career journey at AJLI awaits!

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