



Job Description: Member and Volunteer Services Director

Summary: Under the supervision of the Executive Director, the Member and Volunteer Services Director will be the first point of contact for TRAIL members and volunteers. The primary objective of the position will be to provide exceptional customer service for all inquiries directed to the TRAIL office.

Duties and responsibilities:

- Serve as concierge for current TRAIL members by providing benefit information, registration for events, managing member renewals, and entering member service requests
- Onboard new TRAIL members by managing member applications and payments, and providing introductory materials
- Respond to public inquiries from potential new members and volunteers; inquiries may result from walk-in traffic to our public office space, phone calls, or emails
- Coordinate delivery of volunteer services by ensuring current vetting, assigning member services requests, and training new volunteers (when appropriate)
- Maintain accurate online information including membership information, member volunteer requests, distribution lists, and financial information

Qualifications:

- Three years of customer service experience required; experience working in gerontology, human services, social work, and/or with older adults is a plus.
- Experience in business administration, office management, or nonprofit organizations is preferred.
- High level of computer proficiency is required; Microsoft Office, G Suite, and additional database software systems are used.
- Individual must be highly organized, possess excellent communication and problem-solving skills, as well as the ability to work independently and efficiently.

Position specifics:

- Part-time hours (20 hours/week) on a set schedule. The position will be responsible for opening and closing the TRAIL office on a daily basis. Office hours are somewhat flexible based on the availability of the candidate.
- Hourly wage starting at \$15 with limited benefits to be finalized with job offer.