



Operations & Membership Coordinator

Job Description

7-2010

SUMMARY

Responsible for coordinating day-to-day office services including communications, membership services, resource fulfillment, technology management, and support for accounting and human resource functions to achieve IPN's strategic goals. This is a highly collaborative position, providing feedback and support to staff, committees and Board of Directors.

REQUIRED SKILLS

- Reliable, punctual and professional
- Excellent customer service skills
- Effective verbal and written communication skills
- Ability to work well independently and as part of a team
- Ability to effectively work with the public and communicate with a variety of individuals
- Ability to prioritize and organize tasks and time
- Exceptional problem-solving skills
- Attention to detail and procedure
- Ability to understand and follow directions with ease
- Willingness to accept new ideas and methods
- Willingness to take responsibility for quality of work
- Ability to work in a fast-paced, deadline-driven environment
- Experience controlling costs and expenses
- Proficient in Microsoft Office
- Experience with graphic and web software tools
- Ability to train others
- Experience in managing local access network including hardware and software maintenance
- Experience in financial support services, including accounts payable, receivables, payroll, audits and budgeting
- Bachelor's degree

JOB ELEMENTS

- 1.** Support Human Resource functions including managing payroll system, maintaining personnel records, assisting with employee relations, and communicating policies and procedures.
- 2.** Support the organization's accounting and compliance functions by processing all transactions and assisting with annual audit preparation.
- 3.** Coordinate effective and efficient day-to-day office operations and maintain IPN Office Procedure Manual.
- 4.** With input from staff, design and develop print and promotional materials and provide proofreading and editing assistance.
- 5.** Collaborate with designers and printers to ensure timely and professional development and completion of all print projects.
- 6.** Contribute to the growth of the organization and satisfaction of members and donors by serving as the focal point for membership and donor maintenance and development. Works closely with Director of Operations to maintain membership structure, benefits and planning.
- 7.** Manage technology services to support and train all IPN staff and ensure reliable infrastructure.
- 8.** Manage the organization's communications through website maintenance, and development and delivery of all electronic communications.
- 9.** Maintain constituent database as an effective tool to support events, projects and relationship development.
- 10.** Provide administrative support to the Board of Directors
- 11.** Assist in strategic planning and evaluating effectiveness of IPN. Reports to the Director of Operations, staff, and Board of Directors regarding membership as it pertains to the strategic growth plan.
- 12.** Meet regularly with the Director of Operations to provide updates and seek guidance on projects.
- 13.** Assist the Executive Director and Director of Operations as needed.
- 14.** Perform other duties as need by the organization.

POSITION STATUS

Exempt

Non-exempt

REPORTS TO

Director of Operations

SCHEDULE

Full-time. Occasional evening and weekend work may be required.

LOCATION

This position is located at the IPN office.

CONDITION OF EMPLOYMENT

This position is funded largely through grants from the Maternal and Child Health section of the Indiana State Department of Health. Employment is conditioned upon renewal of the ISDH contract and adherence to the policies and performance standards of IPN.