

## **Membership and Guest Services Coordinator**

Peninsula Volunteers Inc., has a terrific opportunity for an individual who has a passion for enriching the lives of aging adults in the local community. If you enjoy making a contribution and would like to use your professional skills in a lively environment, this position is a wonderful opportunity.

**Organization:** Founded in 1947, Peninsula Volunteers, Inc. is a community-based, non-profit organization that develops and administers programs and services for the aging population in the mid-peninsula region. Our mission is to help create, through high quality and nurturing programs for the aging, a community in which seniors are engaged, cared for and respected. As life expectancy lengthens, communities embrace both opportunities and challenges to help the aging maintain their dignity, independence and sense of usefulness. The mark of a healthy community is in the way it respects and honors those who built the community.

### **Little House:**

Little House, The Roslyn G. Morris Activity Center, where you will be working, has served the community since 1949 and offers a wide variety of classes, lectures and workshops, daily lunch programs, and information and referral services for the mid-Peninsula aging community. The Membership and Guest Services Coordinator is the first impression of PVI for all guest including members, guests, donors, and board members.

### **Job Description:**

The Membership and Guest Services Coordinator is responsible for ensuring the overall well-being and satisfaction of the community of Little House. She/he will help oversee the front office and be the point person for members and guests from initial contact through program enrollment interaction. She/he will also be actively involved with increasing the membership and participation at Little House. Job responsibilities include, but are not limited to; ensure participants have the latest information regarding programs and services; maintain current membership and guest records utilizing system software; oversee volunteer receptionists to ensure quality communications via phone, internet, and face to face interactions.

In addition, they will also work with PVI and Little House staff to maintain a current website and social media platforms for Little House; assist in the recruitment of volunteers; participate in special events, conduct tours of the facility as needed and assist the program staff with the creation and implementation of new programs.

### **Skills/Qualifications:**

- Personable, friendly, patient demeanor; ability to make people feel welcome/comfortable.
- Effective interpersonal skills with a customer service focus
- Excellent telephone manner and verbal communication skills.
- Effective problem solving skills with an eye to customer satisfaction
- Excellent organizational skills, ability to multitask and follow process/procedures, facilitating operations and workflow.
- Diligence in providing accurate information and following through in a timely manner.
- Flexible, punctual and reliable.
- Proficient with a variety of technology and social media platforms (Adobe Suite, Word Press, HTML, Facebook) and capable of training other staff in an "easy to understand" manner.
- Success will be measured by member and guest satisfaction.

### **Education and Experience:**

- Bachelor's degree in human services, recreation, business or related field preferred.
- At least one year experience working in an office environment, preferably in a nonprofit or human services organization.

### **Preferred Schedule:**

Monday through Friday. Flexibility to work night and evenings

Peninsula Volunteers is an equal opportunity employer.