<table>
<thead>
<tr>
<th>Position</th>
<th>Member Services Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLSA Status</td>
<td>Exempt – Full Time</td>
</tr>
<tr>
<td>Reports To</td>
<td>Vice President of Operations</td>
</tr>
</tbody>
</table>

**Organization Profile**

The Community Foundation Campus (CF Campus), a shared space for community advancement, is a nonprofit campus which spans more than 24,000 square feet across three buildings with a central courtyard. The CF Campus includes open and enclosed offices for lease to nonprofits, shared amenities, meeting spaces and open “hoteling” space for drop-in or day work.

The CF Campus provides resources and a platform for collaboration that allow the nonprofit community to share their resources and ideas more efficiently and effectively, thereby maximizing their impact in the community.

The CF Campus is a place where experts share knowledge openly, mentorship happens spontaneously and collaboration flows naturally. It will fuel partnerships rooted in mutual interests, trust and respect, enriched by diversity and focused on positive and lasting impact in our communities.

**Position Purpose & Overview**

Under the direction of the Community Foundation for Southern Arizona’s (CFSA) Vice President of Operations, the Member Services Coordinator is the frontline liaison for the CF Campus. The coordinator will strive to make the Campus a thriving collaborative workspace by implementing nonprofit capacity building workshops, convenings, and events that bring added value to the Campus tenants. The Coordinator will be responsible for managing and growing the Campus preferred vendor and conference room rental program as well as working closely with CFSA staff to build community and connect tenants across the Campus.

**Duties & Responsibilities**

**Campus Culture, Training, and Programs:**

- Work in collaboration with CFSA staff to build the campus community and culture by implementing activities that encourage learning, reflection, and collaboration among our diverse tenants.
- Work in collaboration with CFSA staff to execute and coordinate nonprofit capacity building workshops, training, convenings.
- Work in collaboration with CFSA staff to coordinate special events for both internal and external nonprofits in the community.

**Event Space Management:**

- Coordinate schedules for facility usage, including room reservations, and special events.
- Responsible for setting up/overseeing set up of facility for events. This may include moving furniture.

**Campus Administration**
- Manage tenant relations and provide front desk coverage including welcoming and directing guests.
- Coordinate and conduct tours for prospective tenants and broker as well as other stakeholders, partners, funders, etc.
- Develop and grow the CF Campus membership program including the establishment and implementation of protocols and best practices.
- Manage online Membership Management System and work directly with the Property Manager on monthly invoicing and reports. Track membership status and develop and report to the Property Manager any issues with the collection of memberships dues.
- Responsible for awareness of maintenance and security needs and coordination with the Property Manager and CFSA for resolution.
- Responsible for all pertinent record keeping.
- Maintain organization of kitchen and other shared spaces.
- Make coffee and replenish supplies in shared spaces.
- Assist tenants with minor maintenance and IT issues or direct them to the appropriate contact.
- Establish and manage a preferred vendor program.
- Other duties as assigned.

**Qualifications**

The Member Services Coordinator must possess the following:

- Commitment to creating an inclusive atmosphere where differences are understood, valued and respected; an understanding and appreciation of the diversity found within southern Arizona including the ability to work with all individuals regardless of race, color, gender, sexual orientation, sexual identity, age, religion, marital status, disability, national origin and military status. Excellent interpersonal skills with a willingness and ability to work cooperatively with others.
- Must project a professional image always in person and on the phones to internal and external constituents.
- Ability to develop creative ideas that will assist in creating the culture of the campus.
- Extensive event management and hosting experience including coordination of speakers and diverse constituents.
- Excellent organizational and time management skills, including the ability to prioritize tasks.
- Ability to multitask and to adjust to competing priorities.
- Attention to detail and high level of accuracy.
- Excellent oral, written and listening skills.

The Member Services Coordinator must have considerable knowledge in the following areas:

- Event management
- The local nonprofit community
- Principles and practices of sound business communications
- Strong spelling, grammar, and punctuation
- Advanced user of MS Word, Excel, Access and Outlook

Other desired skills:

- Conference Room Management
- Bookkeeping Experience
- Working knowledge of IT management experience
- Substantial Nonprofit work experience
- Bilingual

**General**
The above statements are intended to describe the general nature and level of work being performed by an employee assigned to this job. This is not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel incumbent in this position.

**Americans with Disability Specifications**

**Physical Demands**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to handle, or feel objects, tools or controls; reach with hands and arms; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Work Environment**
Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is usually not exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

**Compensation**
To be determined based on qualifications and experience.

**At-Will Relationship**
This document does not create an employment contract, implied or otherwise, other than an “at will” relationship which means that either you or CFSA may terminate the relationship at any time, with or without notice, and with or without cause.

**Last Updated**
July 19, 2018

I have read and understood this explanation and job description and have received a copy of my records.

______________________________
Date