



Membership Coordinator for the Urban Sustainability Directors Network

Position Type: Full-time, non-exempt from overtime. Expected hours are 9-5 local time.

Position Description: The USDN Membership Coordinator ensures that USDN is a high functioning and engaged network of local government leaders. The position plays a crucial role in supporting USDN's growing membership by onboarding and tracking new communities and participants, providing high-level customer service and communications to participants, and reporting on membership trends.

This position will include the following responsibilities:

Maintaining Member Records (50%)

- Ensure accuracy in the USDN Salesforce database and USDN.org website
- Track and report on membership trends
- Support the process of onboarding new USDN member communities
- Manage process of adding new participants to the website, Salesforce, and USDN activities relevant to their work

Support Member Communications (30%)

- Support member communications for events, groups, and other member activities, like the weekly USDN member e-newsletter and group and event announcements
- Design and maintain key informational documents about USDN and USDN programs, including light graphic design work, and regularly maintain related USDN web pages

Other Membership Services (20%)

- Manage the process for collecting membership dues and facilitating the scholarship application process
- Provide additional logistical and administrative support as needed
- Other tasks as assigned

Examples of tasks assigned to this position might include: (1) drafting a customized Welcome Packet for each new member community and leading the process to involve its participants in relevant USDN activities; (2) reporting on the size of USDN membership and trends in participation, based on data maintained in Salesforce; (3) design the template for the e-newsletter and input text weekly; (4) lead communications efforts for some events, by drafting announcements and responding to logistical questions; (5) design and maintain membership informational materials.

Requirements:*Education:*

- Bachelor's degree, or demonstrable ability in membership coordination or community engagement
- Background in social sciences, customer service, database management, and/or member services
- Demonstrated interest in two or more of the following is desirable: sustainability, local government, social equity, organizing, or social network administration.

Previous experience:

- 1-3 years related experience required (may include internships)
- Past experience in detail-oriented and customer service position preferred

Hard and Soft Skills:

- Organized, analytical, and highly motivated
- Independent (comfortable and efficient working alone) while being a good team player (communicating with other team members through frequent electronic correspondence and infrequent in-person interaction)
- Skilled in - or ability to learn quickly - computer technologies, including CRM platforms (Salesforce), Microsoft Office, Google Drive, newsletter platforms, etc.
- Experience in database management preferred
- Experience with graphic design and video editing desirable
- Ability to integrate equity and inclusion into routine assignments desirable
- Excellent written and verbal communicator (listening and writing)
- Detail-oriented and able to meet deadlines
- Proactive problem-solver, able to identify potential issues and brainstorm solutions
- Results-oriented and committed to learning and continuous improvement
- Mission-driven with a passion for fostering social, economic, and environmental change
- Diplomatic, comfortable interacting frequently with local government officials and funders
- Comfortable working independently in a fast-paced virtual office environment

Compensation: Expected range \$40,000 - \$50,000 annually, commensurate with qualifications. Robust benefits package, including health, dental, disability, and life insurance, flexible leave policy, and 401(k) program.

Location: USDN has no central office, so the position is strictly work-from-home with weekly web meetings. Candidates must furnish their own quiet office space for many conference calls, computer, a strong Internet connection, and Microsoft Office suite.

To Apply: Send a cover letter addressing the requirements for the USDN Research Coordinator, resume, and three references to jobs@usdn.org with your name and “Membership Coordinator” in the subject line. Applications will be reviewed on a rolling basis until the position is filled.

About USDN: The Urban Sustainability Directors Network (USDN) is a peer-to-peer network of local government professionals from cities and counties across the United States and Canada dedicated to creating a healthier environment, economic prosperity, and increased social equity. USDN’s dynamic network enables sustainability directors and staff to share best practices and accelerate the application of good ideas both between North American cities, and between North America and the rest of the world.

USDN is an Equal Opportunity Employer.

USDN is committed to building a diverse staff while advancing equity and inclusion goals throughout the network. People of color are encouraged to apply. We are committed to equal treatment of all employees without regard to race, national origin, religion, gender, age, sexual orientation, veteran status, physical or mental disability or other basis protected by law.