



NCCADV

North Carolina Coalition
Against Domestic Violence

Member Services Specialist Job Announcement

Hours: Full time (40 hours/week); some evening and weekend work required

Hiring Range: \$40,000 - \$46,000

FLSA Status: Exempt

Location: Durham, NC

Reports to: Technical Assistance Coordinator

The mission of the North Carolina Coalition Against Domestic Violence (NCCADV) is to lead the state's movement to end domestic violence and to enhance work with survivors through collaborations, innovative trainings, prevention, technical assistance, state policy development, and legal advocacy. We believe that patriarchy, gender inequality, heterosexism, and all oppressions play a central role at the individual, institutional, and cultural levels in creating and maintaining environments that accepts domestic violence. We believe it is vital to understand and advocate for the elimination of all forms of oppression, including, but not limited to: sexism, racism, and heterosexism. We believe it is critical to serve all domestic violence survivors, regardless of race, age, class and ethnic group, sexual orientation, gender identity, mental and physical abilities, religious and spiritual beliefs, and immigration status. We know oppression comes in all forms and leads to additional issues for survivors; we strive to serve all survivors of domestic violence and their respective needs.

We believe that through the power of our shared experiences and collective voice, we can work together to create individual, institutional, and cultural change. We work intentionally and actively to create safe spaces for survivors of domestic violence. We believe the voice and experience of survivors must be the foundation of our work, and that the domestic violence movement can change society.

Position Summary: Under the supervision of the Technical Assistance Coordinator, this position is responsible for providing administrative support to the technical assistance program, with a focus on membership, relationship building, and technical assistance provision. This position requires significant collaboration with all other NCCADV staff members and NCCADV member programs, advanced organizational skills, the ability to work with professionalism, the ability to work with various forms of software and technology, and strong multi-tasking and communication skills.

Job Responsibilities:

Membership

1. Oversee NCCADV's member engagement program by developing and implementing organizational strategy with input from staff and members. The

strategy should include goals related to building relationships with existing and potential members, cultivating relationships with partners within the social justice movement, and creating opportunities for member engagement.

2. Coordinate communications with members and serve as a point person for NCCADV members.
3. Track NCCADV membership, including renewals, first-time enrollments, and retention trends.
4. Provide technical assistance to NCCADV members, including domestic violence agencies, individuals, community partners, and campuses.
5. Coordinate NCCADV's annual membership renewal drive and work to recruit new members.
6. Regularly contact members to ensure NCCADV is providing the support and resources they need.
7. Plan and coordinate statewide membership meetings.
8. Assist with providing logistical support to the NCCADV Board of Directors' Program Council.
9. Assist with communication and outreach related to NCCADV membership, including the weekly digest, website, and social media.
10. Assist with preparation of marketing materials, in print and virtual media, in coordination with pertinent staff members.
11. Maintain systems for member contacts, to include email distribution lists, mailing lists, listservs, and group chat forums.
12. Work with relevant staff to develop and maintain communities of practice with member programs as appropriate.
13. Assist with tasks related to the statewide needs assessment, including gathering and synthesizing data, developing reports, and attending Advisory Council meetings.
14. Coordinate NCCADV's Silent Witness program pick up/drop offs
15. Assist in the development of the bi-annual statewide conference.
16. Assist in answering incoming phone calls.
17. Develop and facilitate trainings and resources for NCCADV membership.
18. Assist with organizing and coordinating special fundraising, marketing, and recognition events, including domestic violence awareness month.
19. Represent NCCADV before a variety of individuals and groups.

Other

1. Prepare any necessary reports in a timely fashion, as required by funders, supervisor, and Executive Director.
2. Participate in NCCADV regional and statewide projects and evaluation activities as required.



3. Participate in NCCADV staff meetings, in-service trainings, regional meetings, and retreats, and perform other duties as requested by supervisor and Executive Director.

Required Qualifications:

1. Understand and support the mission of the North Carolina Coalition Against Domestic Violence.
2. Strong commitment to social justice and intersectional feminism.
3. Ability to demonstrate an anti-oppression/anti-racism analysis and to apply that analysis in relationship development, written work, and communication.
4. A commitment to ending domestic violence, community violence, and all other forms of oppression that affect marginalized populations.
5. 2 years of relevant experience in the domestic violence movement.
6. 2 years of broad experience working in member services and a strong commitment to developing and maintaining impeccable customer service, including technical assistance.
7. Ability to build relationships with people who are supportive of and people who are resistant to NCCADV's strategic and philosophical approach to IPV prevention and response, in order to advance the work of NCCADV.
8. Strong interpersonal skills and an ability to develop mutually beneficial working relationships with NCCADV members and NCCADV staff members.
9. Ability to develop and maintain cooperative relations with a diversity of individuals, organizations, and government agencies. Desire to work with people from a variety of backgrounds and experience.
10. High-level verbal communication, writing, and editing skills displaying strong attention to detail.
11. Ability to effectively articulate organization brand value.
12. Sales and customer service skills.
13. Willingness to be challenged and grow through work outside of one's comfort zone.
14. Commitment to contribute toward a positive work culture.
15. Advanced knowledge of Windows operating systems and Microsoft Office programs, (Excel, Word, Publisher, Outlook and Power Point), Qualtrics, and social media platforms. The ability to learn about other technologies to advance the work of NCCADV.
16. Ability to organize and manage work time.
17. Valid driver's license, access to reliable transportation; willingness and ability to travel; some overnight travel required.

Preferred Qualifications:

1. Two years of administrative experience.
2. Superior organizational and time management skills.



3. Experience working with rural communities.
4. Fluency in Spanish or additional language beyond English.

NCCADV is an equal opportunity employer. We are committed to employment policies and procedures assuring all qualified persons are accorded equal opportunity for employment, promotion, and training. We strongly encourage survivors of intimate partner violence to apply. We welcome and encourage applicants from diverse groups to apply including, but not limited to African-American, Latinx, Native American, Asian/Pacific Islander, and LGBTQ persons. We also welcome people from all national origins, religions, ages, & ability status.

To apply: Send resume and cover letter to Jessica Perkins-Thompson at NCCADV.memberservicespecialist@gmail.com by September 9, 2019 11:59pm.

