



Position: Membership Network Coordinator
Location: Remote or Albany based, Statewide
Full-time: 35 hours per week
Pay Range: \$50,000-\$60,000 Base Pay + Annual Membership Recruitment & Upgrade Bonus

At the New York Association of Training and Employment Professionals (NYATEP) we believe the key to economic development is skilled workers. As New York's leading membership association for economic development, education and training, and employment providers, we provide leadership, vision and advocacy for a thriving workforce in New York State. Our focus is ensuring that every New Yorker and employer has access to the skills they need to work in and support a robust statewide economy. We achieve this by giving our members "voice" through advocacy, increasing system-wide "knowledge" of workforce best practices, and supporting "progress" through piloting innovative initiatives or tackling seemingly intractable policy issues.

Our dedicated NYATEP members represent every region of New York and include all 33 Workforce Boards (which represent more than 500 employers), Career Centers, youth development programs, unions, the K-12 education system, colleges and universities, not-for-profit organizations and education and training providers. Learn more about NYATEP at www.nyatep.org.

ABOUT THE POSITION:

The Membership Network Coordinator will be responsible for communicating and engaging with our current and future members including developing and implementing retention, benefit utilization and engagement strategies for existing members as well as the recruitment and cultivation of new members. The Membership Network Coordinator will work closely with the Chief of Staff to keep membership dues up to date and will be expected to define and meet annual membership revenue targets.

SPECIFIC RESPONSIBILITIES:

- Outreach and engagement of existing members to solicit their feedback and ensure they are maximizing their member benefits.
- Coordinate with the Chief of Staff to ensure members are up to date on dues and maintain current contact information.
- Engage members to ensure we are meeting their needs, increasing engagement and retention.
- Create targeted lists to solicit new memberships (Year-end bonus tied # of new members recruited or upgraded) and membership referral benefits.
- Create and deliver quarterly on-boarding training and welcome collateral for new members.
- Act as the principal liaison between members and oversee the online membership database.
- Assist with communications including promotional collateral and Member Surveys.
- Attend events and conferences (which may include early mornings, evenings, and occasional weekends).

KEY REQUIRED SKILLS AND COMPETENCIES:

- 3-5 years of relevant experience working in a fast-paced customer-oriented environment.
- Must have excellent phone etiquette and be comfortable cold calling.
- Excellent in person and virtual communication skills
- Self-motivated and able to work independently completing self-directed tasks.
- Excellent writing skills and computer skills with an emphasis on MS Office Suite and Google Suite.



- Adept at navigating a fast-paced, entrepreneurial environment, and an ability to manage complexity and moving parts with ease.
- Curiosity and interest in learning about NYATEP's Members
- Working knowledge of graphic design/marketing is preferable, but not required.
- Ability to simultaneously manage multiple projects and meet deadlines.
- Ability to work full time from 8-4/9-5PM Monday -Friday.
- Ability to work independently and as a team alongside the NYATEP staff.
- *Specific attributes of this position include* being highly organized; ability to read situations and people and respond with high degrees of emotional intelligence; flexibility and high level of initiative; can work in person or virtually.

EDUCATIONAL REQUIREMENTS: A strong work history in customer service is the primary requirement, and ability to use Microsoft Office and Google Suite.

- This position will be a full time, salaried position (35 hours a week- Monday through Friday 8:00AM – 4:00PM or 9:00AM – 5:00PM). We have a flexible work environment, with the option to flex your schedule and work from home. (Currently all staff are working remotely).
- You may live anywhere in New York State, however this person may also work out of our downtown Albany, NY office, as needed.
- Travel for the fall and spring conferences and membership events will be required. Therefore, reliable access to transportation is preferable.

ADDITIONAL INFORMATION ABOUT NYATEP:

We support the workforce community through advocacy, policy research and analysis, professional development, and technical assistance. For more information visit www.nyatep.org

To meet our membership's needs we strive to provide high quality customer service to our members, and our network of partners and collaborators. To that end, staff are expected to embody the following attributes:

Responsive: To member needs, as well as internal and external stakeholders (48 hours).

Passionate: About workforce issues and member concerns. Staff is expected to take the initiative to learn and understand the key federal and state issues, and applicable laws.

Collaborative: Both striving to work effectively and collaboratively, internally and externally.

Strategic: Conscientious of the limited staff resources, and continuously looking for ways to improve services or service delivery.

Resourceful: Focused on continuous learning (i.e., knowing the issues before our members) and striving to access knowledge and resources to improve internal practices and services to members.

NYATEP affirms that it shall ensure equal employment for all qualified individuals without consideration of their age, sex, race, creed, color, national origin, marital status, sexual orientation, political affiliation, or belief. The scope of equal opportunities shall also include the non-discrimination of physically or mentally handicapped individuals.

It is furthermore affirmed that the concept and philosophy of equal opportunities shall also be provided for, but not restricted to, all components of employment, recruitment, selection, assignment, compensation, benefits, promotion, and training.

TO APPLY: Please email your Cover Letter and Resume to Molly Tocin at mtocin@nyatep.org no later than February 22, 2023.