



## Phinney Neighborhood Association

PNA Village Member Services Coordinator, 20 hours per week

July 2022

### Phinney Neighborhood Association Mission

The mission of the [Phinney Neighborhood Association \(PNA\)](#) is to build, engage, and support our diverse community through programs, services, and activities that connect neighbors and foster civic engagement.

### Position Overview

The PNA is committed to building a culture of equity and inclusion, believing that a diversity of staff, Board, and programming is essential to achieving our mission. We are looking for someone who is willing to work with *and* challenge this organization and the community to be our most respectful, accepting, and sympathetic selves.

The PNA Village Member Services Coordinator supports members of the PNA Village, an aging in community program that empowers people to remain in their homes and neighborhoods while staying active and engaged while they age. This position works closely with individual members to understand their unique set of needs and ways they can engage with the program and community at large. The Members Services Coordinator ensures every member has the opportunity to access a wide range of Village services including direct support provided by neighborhood volunteers, information and referrals provided by the Village office, and a variety of social opportunities to build relationships in the community. This position will also provide administrative support to the overall program including data entry, tracking member requests, and event planning. Summer months have the potential to accommodate previously scheduled vacations and flexibility in schedule and hours, to be agreed upon by hiring supervisor. This position reports to PNA Village Director and is located at the Greenwood Senior Center (GSC).

### Essential Responsibilities

- Proactively engage members to better understand their unique needs and how the Village can support them.
- Develop and communicate clear expectations with members about their volunteer service requests.
- Ensure member requests are being fulfilled in a timely and efficient manner.
- Work with Village Staff, GSC Social Workers, and Connections Committee Volunteers to identify and provide a deeper level of support to our most vulnerable and isolated members.
- Provide program information to prospective members.
- Complete membership administrative tasks including processing member paperwork, payments, and renewal reminders.
- Coordinate one-time and ongoing social events and activities with the support of the Village Social Committee.
- Coordinate professional referrals process with the support of the Business Vetting Committee.
- Recruit, train, screen, and place office volunteers to ensure there are enough volunteers to support the program's administrative needs.
- Guide, supervise, and provide assistance to office volunteers.
- Oversee and support the work of the Business Vetting Committee and Social Committee.
- Attend relevant Village Committee meetings and support committees in their work as needed.
- Maintain and update the Social Events and Business Vetting page of the Village website using Wordpress.
- Track and share mission moments, member stories and testimonials, and program photos and videos.

- Enter and maintain Village program data using Salesforce.

### Qualifications

- Bachelor's degree or equivalent combination of education and experience
- Experience working with volunteers
- A passion for and experience working with older adults or vulnerable populations
- Team player who is also confident working independently
- Excellent attention to detail and organizational skills
- Strong language and communication skills (written and oral)
- Highly skilled listener and thoughtful communicator when responding to people in crisis or experiencing challenges
- Enthusiastic, patient and positive attitude toward helping others and appreciation for community-building mission of the PNA
- Excellent decision making and critical thinking skills
- Ability to work in an open office environment
- Proficient in the use of Microsoft Office
- Demonstrated ability to learn new software and/or database systems
- Experience using Salesforce is a plus
- Ability to pass a national criminal background check

### Compensation

This is a 20 hour per week, Monday-Thursday position paying \$20-22.50 per hour DOE. Benefits include: health insurance; 401(k) plan with employer match; long-term disability insurance; a flexible spending account; self-paid Aflac products; a free PNA household membership with reduced costs for classes and room rentals; 3 weeks personal time off the first year, increasing annually; Christmas Eve – New Year's Day off; and 8 paid holidays (total paid time off first year: 5.5 weeks). We offer a convivial, positive, and flexible working environment.

### About the Phinney Neighborhood Association

Headquartered in a former elementary school, the PNA has developed an active community center that not only serves as a focus of the Phinney/Greenwood neighborhood, but offers programs and activities that reach far beyond the immediate neighborhood, at five different sites in Phinney, Greenwood, and Ballard. Current programs include four preschool cooperatives, a licensed preschool and school-age program at Whittier Elementary School, a hot meal program, the Greenwood Senior Center, PNA Village, an art gallery, a tool lending library, a business membership program, family memberships, room rentals, and countless special events that bring friends and neighbors together. We co-sponsor a summer farmers market and weekly contra dancing and folk music concerts. The PNA serves over 27,000 people each year, has 70 staff, 1,300 volunteers, and an annual budget of \$2.5 million. The PNA is an Equal Opportunity Employer working towards a culturally diverse work place. Applicants representing the diversity of our community are encouraged to apply.

### To Apply

Please email a cover letter indicating your interest, how you meet the minimum qualifications and a resume to [apply@phinneycenter.org](mailto:apply@phinneycenter.org). Position is open until filled.