



Arlington Neighborhood Village

Making Arlington your home for a lifetime

www.arlnvil.org • 703-509-8057

Arlington Neighborhood Village is hiring!

Arlington Neighborhood Village (ANV) is a volunteer-driven non-profit organization, serving residents 55 and older in Arlington County, VA. ANV's mission is to enable members to continue living in their own homes as they age – safely, independently, and with an enhanced quality of life – by providing access to support services and social opportunities. For an annual fee, members have access to a variety of volunteer-provided services such as transportation, minor home-maintenance, and social, educational and wellness programs.

Member Services Manager

Position Description

Position Summary:

Under the supervision of the Executive Director, the Member Services Manager ensures that the ANV office operates efficiently and provides essential services to fully support the organization's mission. The Member Services Manager is a part-time position, up to 25 hours/week, that supervises office volunteers who typically work 2 1/2 hour shifts, and supports the office in times where no office volunteers are available. The principal place of work is the ANV office, open Monday through Friday from 10 a.m. to 3 p.m.

Responsibilities:

- Provide a warm, welcoming and orderly base of operations for ANV.
- Ensure that high-quality, timely, direct services are provided to ANV members.
- Oversee office volunteers such that member services are organized and fulfilled with a consistently high degree of customer satisfaction.
- Manage the use of ANV's information system, resulting in efficient processing and high quality, reliable data.
- Support the implementation of any changes to ANV's information systems, primarily through communication and user training.
- Provide operational support to the organization, including maintenance of a comprehensive organization-wide calendar and management of paper and electronic files.
- Provide specific support, reliably, transparently and as defined, to essential ANV processes, including: Events, Outreach, Membership, Volunteer, and Fundraising.

Qualifications, Required

- Customer service experience
- Demonstrated proficiency in use of a variety of office technologies, including Microsoft Word, Excel and PowerPoint
- Data management experience (e.g. use of information systems for data entry and report generation)
- Supervisory and/or volunteer management experience
- Training experience
- Strong oral and written communication skills
- Strong organizational skills
- Trouble-shooting and diplomacy skills

Qualifications, Desired

- Office management experience
- Experience with cloud based document management software (e.g. SharePoint)
- Non-profit / mission driven organization experience
- Bachelor's degree

Compensation

\$20/hour for up to 25 hours a week.

Interested candidates should email a cover letter and resume to execdir@arlnvil.org. Applications will be reviewed on a rolling basis and the position will remain posted until filled.

For more information about Arlington Neighborhood Village and its activities and programs please visit our website at www.arlnvil.org.