



Arlington Neighborhood Village
Making Arlington your home for a lifetime

Member Services Manager

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.

Position Description

Position Summary: Under the supervision of the Executive Director, the Member Services Manager ensures that the ANV office and information systems operate efficiently and provide essential services to fully support the organization's mission. The Member Services Manager is a part-time position, 30 hours/week, that supervises office volunteers who typically work 2 1/2 hour shifts, and supports the office in times when 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. at 2666 Military Road, Arlington VA 22207.

Responsibilities:

- Provide a warm, welcoming and orderly base of operations for ANV
- Ensure that high-quality, timely, direct services are provided to all ANV members
- Manage 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
- Participate in, identify and support the implementation of any changes to ANV's information systems, as necessary to achieve efficiencies and support the organization's mission
- 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 processing, Volunteer processing, and Donor processing

Qualifications Required

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

Qualifications Desired

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

Compensation

\$20/hour for 30 hours a week.

Interested candidates should email a cover letter and resume to wendyzenker@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.