



Arlington Neighborhood Village
Making Arlington your home for a lifetime

Member Services Specialist Contractor Position

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.

Description

Summary: Under the supervision of the Member Services Manager (MSM), the Member Services Specialist (MSS) engages with prospective members and new members to explain ANV services and benefits, especially to help prospective members fully understand the nature and services provided by ANV volunteers. The Member Services Specialist is a part-time consultant working up to 10 hours/week, primarily via telework (phone, computer and email) and with access as needed to the ANV Office, which is open Monday-Friday from 10 am to 3 pm.

Responsibilities:

- Provide a warm and welcoming presence for prospective and current members – usually by phone or email
- Explain ANV mission and services
- Listen and respond to prospective and new member interests, needs and concerns
- Refer challenging questions to MSM for resolution
- Keep MSM fully informed on prospective member pipeline
- Help new ANV members understand ANV systems for requesting services
- Periodically review member use of services with an eye towards increasing engagement
- Work closely with Member Intake Committee and share information with ANV volunteers who conduct member intake interviews
- Understand and use ANV's information systems, often remotely
- Provide the occasional member service

Qualifications Required

- Experience with older adults
- Strong oral and written communication skills
- Strong organizational and record-keeping skills
- Listening skills
- Demonstrated proficiency in use of a variety of office technologies, including Microsoft Office (Word, Excel, PowerPoint, Outlook and Access)

Qualifications Desired

- Office management experience
- Experience with a non-profit / mission-driven organization
- Bachelor's degree
- Experience with telework, including use of technologies such as Remote Desktop
- Spanish-speaking

Compensation

\$15/hour for 10 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 consulting 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.