



## **OFFICE AND MEMBERSHIP COORDINATOR**

Charter Schools Development Center  
Sacramento, CA

*The Charter Schools Development Center (CSDC) provides experienced and expert technical assistance and resources to charter school developers, operators, charter-granting agencies, and policymakers in California.*

### **MINIMUM QUALIFICATIONS**

Associate's degree or equivalent. Experience working with, updating and maintaining database information, including contact information, sales information, and other CRM data (SalesForce preferred). Demonstrated experience researching and gathering data (online, phone, etc.) and producing data reports. Experience interfacing with clients on the phone and in person. Experience in sales, marketing, public relations, or outreach.

Experience establishing a customer-friendly atmosphere and interfacing with clients, including highly professional responses to incoming phone calls and emails (and redirecting as appropriate). Demonstrated experience in office procedures and use of office equipment, including computers and standard office equipment (fax, phone, photocopier). Expertise in the use of software applications, including Microsoft Word, Excel, PowerPoint, and Outlook. Demonstrated experience creating and maintaining paper files. Excellent editing/writing skills, demonstrating a thorough knowledge of English grammar, spelling, and punctuation.

Must be detail-oriented, organized, adaptable, and able to prioritize numerous tasks. Must have excellent oral and written communication skills and interpersonal skills (on the phone and in person). Must be able to complete projects, meet deadlines, and work independently and as part of a team.

### **PREFERRED QUALIFICATIONS**

Bachelor's degree or equivalent. Familiarity with and/or experience in charter schools. Experience with maintaining and developing a membership-based program. Experience using Salesforce. Experience with workshop and/or conference planning and implementation. Experience with email marketing programs, such as MailChimp. Demonstrated experience in: graphic design and layout, preferably with the Adobe Creative Cloud (e.g. Photoshop, InDesign, Illustrator, Dreamweaver, etc.).

### **DUTIES AND RESPONSIBILITIES**

Under the general supervision of the Director of Operations of CSDC, this position implements a variety of office and database/membership support tasks. This position receives periodic work direction from other staff at CSDC. Specific duties include, but are not limited to, the following:

1. Acts as first point of contact for CSDC. Answers basic phone inquiries from charter

school developers, administrators, operators, service providers, and grantors. Determines the nature of each call and either responds or refers to the appropriate person. Listens and responds to clients clearly and professionally both over the phone and in-person.

2. Acts as an assistant to the Executive Director and other senior CSDC staff, assisting with 1) planning, arranging, and scheduling meetings, 2) responding to phone and email inquiries; 3) performing basic research; 4) arranging travel; and 5) other tasks as needed
3. Manages regular (weekly, monthly, and annual) updates to and maintenance of CSDC's database. Specific duties include, but are not limited to: 1) updating and maintaining contact and other information for all CSDC clients and associates to ensure CSDC's ability to communicate with CA charter school leaders; 2) developing email lists and assisting with marketing efforts, including entering substantial amounts of marketing leads into database; 3) tracking membership, sales, and other data; and 4) assisting with technical database issues as assigned.
4. Manages CSDC's membership program. Specific duties include, but are not limited to: 1) generating renewal forms, collateral, and correspondence; 2) tracking payments for membership fees and paperwork between CSDC and member organizations; 3) executing and continually improving the process for renewing members; 4) following-up via email and phone to expiring and lapsed members; 5) tracking and documenting communication with members; 6) attentive listening to members' needs in order to address concerns and help inform future changes to the program; 7) conceptualizing and implementing strategies for signing up non-members; and 8) preparing and submitting quarterly reports of membership program data to supervisor.
5. Coordinates and assists with all major communications and marketing efforts through mass mailings, Internet communications, and large-scale marketing phone calls to clients.
6. Performs general office duties and operations such as faxing, mailing, photocopying, typing, arranging staff travel, maintaining paper and electronic files, and maintaining office supplies.
7. Coordinates other office projects, including office upgrades and maintenance, vendor management and communications, and general upkeep.
8. Writes, edits, and distributes basic office correspondence and assists other staff with the research and editing of technical resources. Must be able to read, comprehend, and interpret charts, graphs, and various documents as well as hand-written correspondence.
9. Assists with CSDC's leadership trainings, workshops, conferences, and events. Specific duties include, but are not limited to: 1) pre-event planning and coordination; 2) registering participants and confirming payments; 3) preparing workshop material; 4) arranging presentation space, food, and accommodations; 5) on-site registration and assistance; and 6) post-event wrap-up, including evaluations.
10. Assists with CSDC's graphic layout needs as assigned, including developing marketing brochures and workshop and conference promotional materials and doing graphic layout for our online publication, *Charter Currents*.
11. Occasional travel required to provide support during workshops and other functions.
12. Occasional moderate lifting.
13. Maintains files and fulfills clients' orders for CSDC's printed publications.
14. Other duties as assigned.

CONDITIONS OF EMPLOYMENT: The position is located at CSDC's main office in Sacramento. This is an at-will, non-exempt, full-time, benefited position. Continued employment in this position is dependent upon funding and the mutual consent of CSDC and the employee, and either CSDC or the employee can, at any time, terminate the employment relationship at will, with or without cause.

RATE OF PAY: Salary commensurate with experience.

HOW TO APPLY: Complete CSDC's employment application form (found at: [www.csdwebapps.org/CSDC\\_Employment\\_Application.doc](http://www.csdwebapps.org/CSDC_Employment_Application.doc)) and submit with a cover letter and resume to Stephanie Schwuchow, Director of Operations ([stephanie@chartercenter.org](mailto:stephanie@chartercenter.org)).