



Family, Career and Community Leaders of America

POSITION DESCRIPTION

Date Written or Revised: April 2024

Title: Membership Coordinator

Supervisor: Adviser, Competitive Events, and Membership Director

Job Status: Full-time Exempt
 Part-time Non-exempt

PRIMARY PURPOSE

The Membership Coordinator functions as the liaison between FCCLA and its current and prospective members, advisers, and chapters. This includes answering customer service inquiries, developing regular membership communications, maintaining membership records within the FCCLA Portal, and overseeing and strengthening membership recruitment and retention programs. The Membership Coordinator will also assist with Alumni and Associates (A&A).

ESSENTIAL FUNCTIONS

Assist with Membership Affiliations

Percent of time spent: 80%

Key Responsibilities:

- Assist in researching membership trends, coordinating membership goals, and supporting effective campaigns, including direct communication to targeted groups, to reach intended goals
- Track, document, test, and implement updates to the FCCLA Portal to streamline the affiliation process
- Train staff members on FCCLA Portal updates, as updates relate to membership and customer service
- Assist in creating newsletter content, including required reports
- Assist with working with the Communication team to develop membership mailing kits, quarterly communication resources, and recruitment resources
- Assist with the annual membership campaign and implementing effective change to increase membership
- Provide status updates for chapter awards as assigned
- Respond to phone calls and emails from chapter and state advisers requesting assistance with online affiliation
- Assist in preparing for the new affiliation year, including but not limited to:
 1. Saving membership reports before resetting the FCCLA Portal
 2. Ensuring state associations have submitted updated affiliation rates
 3. Verifying that all messaging and deadlines within the FCCLA Portal are updated
 4. Verifying all deadlines within the FCCLA Portal are updated and verifying all membership resources on FCCLA's website are updated

- Assist in preparing and disseminating weekly, monthly, and yearly membership reports
- Assist in developing and distributing the Voting Delegate report
- Other tasks as needed

Assist with Alumni & Associates Initiatives

Percent of time spent: 20%

Key Responsibilities:

- Assist in engaging high school seniors, former members, and associates to join Alumni & Associates (A&A)
- Set and meet A&A membership goals
- Assist with working with FCCLA’s developers to update the functionality of the FCCLA Portal as it relates to A&A
- Work with the Communications team to create and disseminate the A&A Newsletter
- Other tasks as needed

TRAVEL REQUIREMENTS

5%, which includes providing registration assistance at the FCCLA National Leadership Conference

EDUCATION AND SKILLS REQUIRED

Education: Bachelor’s degree

Experience and skills: 1-3 years experience in membership and/or nonprofit administrative support. Tech-savvy with advanced skills in MS Office applications, databases, and presentation software and the ability to master new applications quickly. Experience in managing expectations, multiple project timelines, and working within a collaborative team environment.

COMPETENCIES

- Manages multiple tasks at the same time
- Demonstrates strong business writing skills and edits documents for errors, grammar, and content
- Writes business correspondence and other documents clearly and professionally
- Demonstrates positive customer service interaction
- Works collaboratively with other staff and teams
- Demonstrates the technical knowledge and skills to perform responsibilities effectively
- Demonstrates strong interpersonal skills and manages conflict effectively
- Exhibits a consistently high level of attention to detail and accuracy
- Highly organized, uses time efficiently, and consistently meets deadlines
- Able to set priorities for routine work
- Demonstrates initiative in maintaining a regular workload and assisting others as time permits
- Able to develop and implement basic process improvements for various routines and systems
- Able to integrate long-term assignments effectively along with routine, daily work

IN-PERSON REQUIREMENT

For the initial 90 days of employment, the selected candidate will work exclusively on-site at FCCLA's headquarters office in Herndon, VA.

HYBRID WORK SCHEDULE

After the initial 90 days, the Membership Coordinator will follow a hybrid work schedule, comprising two (2) days in the office at FCCLA's headquarters and three (3) days of remote work each week, unless otherwise communicated.

APPLICATION PROCESS

To apply for this position, please submit a cover letter and resume to mhornby@fcclainc.org.

BENEFITS

FCCLA provides a comprehensive benefits package, which encompasses a wide range of offerings such as health, dental, and vision insurance, retirement contributions, as well as paid leave for sick days, annual leave, maternity/paternity leave, and holidays. Detailed information on these benefits will be provided to candidates during the application process.

EMPLOYER'S RIGHTS

FCCLA's management reserves the right to review and revise this document at any time. Employees are expected to perform any other duties or tasks that are assigned. This document represents a description of intended job content and performance requirements and is expected to be revised annually or when a major change occurs. The existence of this document should not be construed in any way to represent an actual or implied contract of employment.

This organization grants equal employment opportunities to all qualified persons regardless of race, religion, color, sex (including pregnancy, gender identity, and sexual orientation), parental status, national origin, age, disability, family medical history or genetic information, political affiliation, military service, or other non-merit-based factors. These protections extend to all management practices and decisions, including recruitment and hiring practices, appraisal systems, promotions, and training and career development programs.

It is the intent and desire of the National Board of Directors that equal opportunities be provided in recruitment, selection, salary, promotion, benefits, privileges, and all other terms and conditions of employment.