

Job Description
Member Services Manager – National VOAD

Position: Member Services Manager

Reports to: Executive Director, National VOAD

Status: Full Time, based in Washington DC

Salary: \$45,000 to \$50,000 based upon experience. Competitive benefits.

The following position description identifies the major responsibilities of this job. It does not include all aspects of the position such as the potential additional duties assigned by supervisors and the requirement for flexibility in helping others for National VOAD's overall benefit.

National VOAD

National Voluntary Organizations Active in Disaster (VOAD) is a non-profit organization based in Washington, DC that provides a forum where disaster response organizations can share knowledge and resources throughout the disaster cycle—preparation, response, and recovery—to help disaster survivors and their communities in the United States and its territories. Member organizations include national members as well as state and local VOADs. Our work is conducted based on the four Cs—Communication, Coordination, Cooperation, and Collaboration among the member organizations.

Summary

The Member Services Manager will be responsible for strategic relationship management and quality program implementation as they pertain to national members and State VOADs. This position will also serve as a liaison between State VOADs and the National Office. The Member Services Manager will also provide primary project management for the Annual VOAD Conference.

Essential Responsibilities

(Those which define the major aspects of the position and help to determine the degree of success in performance)

- Project Management of the Annual VOAD Conference and ensuring all metrics are met
- Communicating results and status to all key stakeholders
- Supporting the capacity building efforts of State VOADs
- Developing tools and materials to enhance State VOAD coordination and communication
- Providing Staff Support to the State VOAD Liaisons on the National VOAD Board of Directors
- Providing Staff Support to Recovery, Emotional and Spiritual Care, Case Management, and Conference Committees
- Knowledge management
- Support local and State VOADs to better ensure strong communications, cooperation, collaboration, and coordination of member organizations

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- Development of Communications Plan for stronger communications between national and state contacts
- Development of the National VOAD Emergency Response Plan and management of administrative volunteers
- Travel up to 25%
- Present trainings and workshops at various conferences on behalf of National VOAD as needed
- Serve on internal work teams and attend meetings relevant to job duties
- Develop strong relationships with local and State VOADs, providing tools for capacity building

Minimum Education:

Bachelors Degree. Specific education in nonprofit management, project management, or emergency management a plus.

Minimum Qualifications:

- Knowledge of and experience working with National VOAD members and/ or State VOADs
- Experience and involvement in conference or meeting management
- Demonstrated project management
- Demonstrated communication skills
- Demonstrated consensus building and conflict resolution
- Experience in providing trainings and training development

Interested applicants should send cover letter and resume to nvoadsearch@nvoad.org.

Please also include a written personal work statement that includes:

- 1) *Demonstrated oral and written communication skills to deal with colleagues including government partners, voluntary agency partners, and other stakeholders.*
- 2) *Demonstrated strong interpersonal skills/ability to work within a team*
- 3) *Demonstrated experience in managing projects under tight deadlines.*

All applications must be received by May 15, 2008.