Volunteer & Membership Program Manager

Chevy Chase At Home (CC@H) is a growing community-based organization providing practical and social supports to help residents age-in-place. Part of a national network of “Villages”, we operate in a fast-paced, results-focused work environment. This office has 2 part-time staff and is based in Bethesda, MD. The agency serves Chevy Chase, MD residents. We offer paid time-off (sick, holiday, and paid leave) plus parking.

Part-time: 25 hours a week - $22/hour

The part-time Volunteer & Membership Program Manager requires people and organizational skills. The Manager will interface daily with our stakeholders while multi-tasking and coordinating all aspects of the Volunteer Program and assisting a team-oriented Executive Director (ED) with Membership and office support.

- Coordinate member service requests and volunteer assignments.
- Maintain the Volunteer and Services plus Membership database plus pull monthly and annual reports and data.
- Work with the ED to ensure Volunteer + Membership needs and safety issues are addressed.
- Edit membership materials, including membership renewals, Member Handbook, thank you letters, web content, emails, fundraising appeals, and special marketing materials as needed.
- Assist with Membership Directory, Annual Report, Member Handbook, and other annual document production.
- Support the spring Member Renewal plus fall fundraising appeals.
- Coordinate and manage Zoom and live events, as needed.

The position also requires strong Technical and Office Management skills as we work to revamp a grassroots membership program. Such skills include updating the website, integrating new technologies, social media and virtual platforms.

- Learn the agency software (Club Express) and Office365.
- Co-manage the annual calendar and website for membership events, programs.
- Manage email and phone communications with Members, Volunteers, and the general public.
- With the ED, maintain organizational procedures and systems, including filing, banking deposits and billing.
- Assist with maintaining and upgrading agency technology and systems.

Qualifications

- Background and/or commitment to social work or social services.
- Familiarity or aptitude in Office365 (Microsoft Word, Excel, Teams).
- Experience working with--and learning--new technology--social media, and other common applications.
- Strong writing and editing skills with graphic sensibilities.
- Ability to problem-solve and multitask in a fast-moving environment.
- Must be flexible, creative and assume accountability for areas of responsibility.
- Strong organizational abilities, including initiative and attention to detail.

Position open now and closes June 30th.

Please email resumes with cover letter to director@chevychaseathome.org

Enquiries to (301) 657-3115