



Updated June 14, 2016

USFWC Hiring Announcement
MEMBERSHIP DIRECTOR

Position Overview

The US Federation of Worker Cooperatives is hiring a bi-lingual Membership Director responsible for retaining, recruiting, serving, and engaging members. This is achieved through the development and ongoing maintenance of high-value benefits; providing access to quality training, education and cooperative resources; supporting a nationally coordinated network of worker-owners and allies, and executing a highly-targeted recruitment strategy.

Scope of Work

- **Engagement** (30%)
Develop and execute a member engagement plan with strategic leadership pipelines to foster the development of a diverse national network of effective worker-owner leaders
 - Coordinate existing peer networks and member councils; support establishment of new peer networks
 - Support member-led local organizing initiatives, including support for local Federation Partners
 - Cultivate a member pipeline for participation in training and leadership programs
 - Coordinate organizational governance, such as: All-Member conference calls, annual member meeting, and Board of Directors annual elections
 - Manage member survey collection, including annual economic data survey and member profiles

- **Member Benefits** (25%)
Maximize member value through management of high-quality benefits; analyze benefit usage and satisfaction for ongoing improvement and development
 - Conduct member visits and act as first point of contact for members
 - Research, develop, promote and evaluate new member benefits
 - Manage and promote all existing benefits with special focus on high-impact and potentially revenue-generating benefits

- **Recruitment** (25%)
Execute a strategic member recruitment plan that reflects the growing diversity of worker-owners in the US and achieves USFWC recruitment targets
 - Draft annual recruitment goals and work-plan
 - Maintain recruitment materials
 - Coordinate outreach; track and provide regular progress reports
 - Manage new member on-boarding process

- **Resources & Trainings** (15%)
Ensure members have easy access to essential resources to grow their businesses and provide ongoing training for worker-owners
 - Manage member requests for 'Custom Consultations'
 - Manage Service Provider Network; conduct annual review and oversee partner agreements
 - Plan and promote Member Trainings & Webinars (online and in-person) in coordination with program partners
 - Support maintenance of online resource library
 - Serve as staff liaison with partner organizations

- **Admin & Support** (5%)
 - Participate in staff meetings, Board meetings, annual retreats
 - Provide staff support for Board of Directors Membership Committee & Elections Committee
 - Support and collaborate with other staff to complete team projects as needed

Qualifications:

- **Member Services, Customer Support, or Community Relations Experience:** At least three years of experience providing support services to a community.
- **Written and verbal Spanish proficiency is required.** Native Spanish speakers are highly encouraged to apply.
- **Cooperative Experience:** Basic familiarity with the cooperative business form and workplace democracy. People with previous experience with worker ownership are highly encouraged to apply.
- **Program Management:** Proven experience leading successful program work. Able to do necessary research and development, implement a program, manage a program budget, conduct evaluation, and ensure ongoing program improvement
- **Exceptional written and verbal communication skills;** capable of communicating effectively with a wide range of people and through many communication channels (small group, public speaking, mass emails, facilitating conference calls, print, etc)
- **Stakeholder Engagement:** Highly effective at engaging diverse stakeholders, listening to many perspectives and able to provide necessary leadership
- **Creative Problem Solving:** Demonstrated ability to foresee obstacles, generate and implement solutions, and manage long-term changes as needed
- **Basic Technology:** Proficient with Microsoft Office, Google apps, social media apps, mass mail programs (we use MailChimp), relational databases (we use CiviCRM), basic website editing (WordPress)
- **Desired, but not required:** Passion and experience with organizing for racial justice, worker's rights, and a solidarity economy.

Compensation & Benefits: This is a 32-hour/week salaried position, with salary range of \$35,000 - \$40,000 depending on experience. After trial candidacy period, staff is eligible for 80% healthcare coverage. Staff working 32 hours per week can accrue paid time off at a rate of 8 hours per month for equaling 12 vacation days per year. USFWC also observes 12 paid holidays per year.

Location: Our primary physical office is in Oakland, CA with a satellite office in Philadelphia, PA. Candidates in the SF Bay or Philadelphia areas are highly encouraged to apply. However, we will hire the most qualified candidate regardless of location.

How to Apply: *Interviews Starting Immediately*

Applications will be reviewed as soon as received, as we plan to hire for this position ahead of the Worker Cooperative National Conference (July 29-31, 2016) with expectation that new hire will attend the conference.

Interested candidates are encouraged to apply as soon as possible by sending a letter of interest (including earliest available start date), your resume, three professional references, and a 1-page writing sample to membership@usworker.coop. **Interviews will begin as early as June 20, 2016.**