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## Job Opening: Member Care Associate

The Ohio Ecological Food and Farm Association (OEFFA) has an immediate opening for a highly capable and motivated individual to provide support for its growing membership (currently 4,800) and nine chapters. The successful candidate will join a team of bright and passionate individuals who are committed to furthering sustainable agriculture, family-scale farming, and the local food economy. Please consider applying if you have relevant experience in membership recruitment and engagement, demonstrated skills with CRM software or similar databases, and a genuine passion for helping our chapters.

### Position Summary

The Member Care Associate takes primary responsibility for managing all phases of the membership process as the frontline representative of OEFFA, responding to inquiries about membership, sending renewal notices, processing membership renewal information and payments, and tracking and analyzing this information in the membership database. In addition, the Member Care Associate provides support and service to OEFFA's grassroots chapters, helping chapter leadership with chapter recruitment, communication needs, and programming.

This is 30 hours a week position on average, but the ability to adjust work hours to fit the work flow at certain busy times of the year will be necessary. The compensation is \$16.00/hour, and it is based in OEFFA's Columbus office. Benefits include health insurance and paid time off. Employer contribution to a retirement savings account is offered after two years of employment.

### Position responsibilities

- Create and implement OEFFA member recruitment and retention plans
- Carry out the clerical aspects of the membership work, including overseeing the OEFFA database of contacts, onboarding new members, and processing membership renewals
- Provide ongoing support to chapters, including supporting their communications needs and requests for assistance
- Provide development support, including timely acknowledging and handling donations
- Respond to membership inquiries and materials requests
- Recruit and coordinate volunteers to help with the membership work
- Collaborate with the communications team to update print and web-based membership materials
- Assist with special events, as well as other tasks and projects, as directed by the Program Director or Executive Director

## Qualifications

- Bachelor's degree preferred
- Experience with CRM database software (highly preferred)
- Excellent written and verbal communication skills
- Exceptional attention to detail and accuracy
- Ability to multi-task, set and meet deadlines, and work independently
- Ability to travel occasionally
- Experience in working collaboratively with other staff and/or volunteers
- Strong computer skills in PC platform, including significant experience with Microsoft Office suite and administering social media, mailing lists and/or discussion forums
- Prior work experience in an office environment; not-for-profit experience a plus
- A commitment to OEFFA's mission, knowledge of or experience in farming
- Experience and desire to help chapters define and achieve their goals

## Application process

Position is opened until filled; apply as soon as possible to be assured full consideration. Applications consist of a cover letter, resume, and names of three references (indicate relationship). Please combine all of these in a single PDF. In your cover letter please address how your experience and background meet the requirements of the position. Applications should be addressed to Renee Hunt, OEFFA Education Program Director, and emailed to [jobs@oeffa.org](mailto:jobs@oeffa.org) with "Member Care Associate" in the subject line.

## About OEFFA

OEFFA was formed in 1979 and is a tight-knit, membership-based grassroots organization, dedicated to promoting and supporting sustainable, ecological, and healthful food systems. Our members include farmers, gardeners, and conscientious eaters who committed to work together to create and promote a sustainable and healthful food and farming system.

We are attentive to the ways in which our organizational culture advances our progress towards fulfilling our mission. The nature of our work necessitates that each staff member collaborates with others and generously supports the work of colleagues and those we serve. We value individual and collective creative problem-solving, commitment to shared responsibilities, integrity, initiative, and effective communication.

For more information, go to [www.oeffa.org](http://www.oeffa.org).