

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 membership and 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 workflow at certain busy times of the year will be necessary. The base compensation is \$17.50/hour, increasing for experience. The position 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.

Essential Functions

- Increase and retain members by planning and carrying out a recruitment and retention strategy
- Manage the OEFFA database of contacts, onboarding new members and processing membership renewals
- Provide ongoing support to OEFFA's grassroots chapters by assisting them in defining and achieving their goals, supporting their communication needs, and responding to requests for assistance with recruitment and programming
- Respond to inquiries about membership; process applications, including payments, for new and renewing members
- Analyze member information
- Provide development support, including acknowledging and handling donations in a timely manner
- Recruit and coordinate volunteers to help with membership work
- Collaborate with Communications Director to update print and web-based membership materials
- Contribute to general fundraising event work
- Answer incoming calls on the general phone lines
- Assist with special events, tasks, and projects as needed
- Provide excellent customer service and assistance to our members and constituents by ensuring information and assistance needs are met, and all communications work is handled in a professional manner

Non-Essential Functions

- Assist with delivery of educational program work not related to core job duties as needed
- Represent OEFFA at events and meetings
- Serve as a general spokesperson for OEFFA

Qualifications

- Bachelor's degree in a relevant field is preferred
- Experience with CRM database software is highly preferred
- Strong computer skills in PC platform, including significant experience with Microsoft Office suite, as well as, administering social media, mailing lists and/or discussion forums
- Experience and skills building relationships with volunteers and supporters
- Exhibit strong organizational, analytic, and project management skills (moved from Essential Functions)
- Prior work experience in an office environment; not-for-profit experience is a plus
- Experience in effectively planning, managing, and carrying out multiple tasks
- Commitment to performing work with a high degree of accountability and consistent excellence with exceptional attention to detail and accuracy
- Ability to use spreadsheets and databases for tracking and analyzing information
- Ability to be flexible in scheduling work
- Excellent written and oral communication skills
- Ability to manage multiple tasks at the same time
- Passion about sustainable agriculture and organic agriculture, family farms, and rural places
- Ability to work independently

Physical and Cognitive Requirements

- Must be able to effectively operate a computer and other office productivity machinery, such as a copy machine, fax/printer, and telephone, as well as be proficient in Microsoft Office (e.g., Excel, Word, PowerPoint, OneNote)
- Must be able to work cooperatively with others
- Must be able to arrange transportation for offsite duties during the workday, on occasion
- Must be able to occasionally work evening and weekend hours including overnight travel
- Must be able to sit at a desk for long periods of time maintaining concentration with frequent interruptions
- Must be able to occasionally stand for long periods of time
- Must be able to ascend/descend stairs multiple times a day
- Must comply with all company policies and procedures and maintain regular and punctual attendance
- Must be able to occasionally work in outdoor weather conditions
- Must be able to meet project and report deadlines

Application

The position is open until filled and applications will be reviewed on a rolling basis; **apply as soon as possible to be assured full consideration**. Your application should be addressed to Renee Hunt, Program Director, and consists of three items: a cover letter, resume, and contact information for three professional references (indicate relationship to you). In your cover letter **please address how your experience and background match the functions and qualifications of the position**. Please combine these as a single PDF file and submit via email to jobs@oeffa.org and for the subject line use "Member Care Associate."

We seek to recruit, develop and retain the most talented people from a diverse candidate pool, and all employment is decided on the basis of qualifications, merit, and organizational need. In the same way that biological diversity is foundational to the healthy agricultural systems we support, we recognize that diversity of people makes OEFFA healthier and more sustainable. As part of the application, we invite candidates to describe how their life experiences enrich the diversity of our organization.

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. In the same way that biological diversity is foundational to the healthy agricultural systems we support, we recognize that diversity of people makes OEFFA healthier and more sustainable, and thus is a core value of our organization.

For more information, go to www.oeffa.org.