



1629 Telegraph Ave., Suite 200
Oakland, CA 94612-2114
TEL 510-208-1300 / FAX 510-272-9510
www.nceo.org
customerservice@nceo.org

Membership Associate

Full time position with benefits

Target Start Date: Approximately April 15, 2021

Reports to: Membership Director

Classification: Regular Full-Time, Non-exempt, At-will

Location: United States based remote position. Suitable home office required.

Please send an application by March 15, 2021 (open until filled).

The National Center for Employee Ownership (NCEO) is hiring a Membership Associate. Reporting to the Membership Director, the Membership Associate performs essential administrative, customer service, and membership related tasks. Contribute your customer service, administrative, or sales expertise to creating a fairer economy and join us at the National Center for Employee Ownership (NCEO) where our mission is to help employee ownership thrive.

Responsibilities

The Membership Associate is a primary point of contact for NCEO customer and member service.

Customer service (50% first three months, 20% following months)

- Provide efficient and warm service to NCEO customers and members as a first point of contact for many stakeholders.
- Effectively prioritize tasks and deadlines along multiple customer/member and project timelines.
- Create and complete orders for memberships and other NCEO offerings. This includes troubleshooting technical issues, receiving payment, invoicing, and answering stakeholder questions.
- Work with our customer and member CRM data system to update and troubleshoot records.

Membership retention and acquisition (50% first three months, 80% following months)

- Assist the Membership Director to create digital and print communications regarding membership.
- Manage scheduled membership marketing emails.
- Research prospective members and provide leads to Membership Director.
- Identify decision makers at prospective member organizations and make contact regarding NCEO membership and offerings.
- Communicate persuasively to complete new membership conversions via email, phone, or video call.

Requirements

- Minimum two years in a role that required interaction with customers/clients.
- Demonstrated background in customer service, communications, and/or sales.
- Demonstrated ability to organize and manage workload efficiently with attention to detail and accuracy; must be able to manage daily, weekly and monthly deadlines.

- Professional demeanor and developed sense of hospitality.
- Familiarity with customer relationship management (CRM) systems.
- Strong attention to detail, including proofing own work and that of others.
- Ability to learn new tasks and/or systems.
- Highly self-motivated, persistent, dependable, and self-sufficient.
- Excellent verbal and written communicator.
- Computer skills: Google Suite, Microsoft Office Suite, Zoom, Survey Monkey, Constant Contact, project management tools, databases, mail merge, and basic web editing.
- Travel to select meetings in US; at a minimum travel will include Annual Conference (approx. five days). Since the coronavirus pandemic we have hosted virtual events only. We will host hybrid and fully in-person events throughout the US as the safety circumstances improve.
- Sales background a plus.

Salary and Benefits

The compensation for this position consists of base pay and variable income pay. The base pay range is \$22.00 to \$24.00 per hour (\$45,760 - \$49,920 per year, assuming full-time work and no overtime), based on experience. The size of the variable pay is determined by the performance of the organization, so it cannot be determined in advance, but our target is \$17,000 to \$23,000 annually. This position is eligible for overtime pay.

Employees also receive generous benefits, including 100% employer-paid health insurance premiums, an automatic 3% employer contribution to a 401(k) plan (after three months) and pre-tax transit benefits. The organization will cover the cost of travel, hotel, food, and beverage while on-site at the meetings, with limits under our employee policy.

About our Membership

Members of the NCEO believe in our mission to make employee ownership thrive and receive valuable educational and networking resources through our programs. Almost 3,000 employee-owned businesses, employee ownership experts and advocates are paying members and make our work to support employee ownership possible. See what we offer at www.NCEO.org.

About the NCEO

The NCEO is a private nonprofit organization and our mission is to help employee ownership thrive. Founded in 1981, we have almost 3,000 members, and, with the exception of 2020, annual revenue from operations of more than \$3 million. We project continued growth and expansion of our activities. We are the main publisher in the field, and our events are premier gathering places for the community of employee-owned companies and the professionals who provide related services. We produce some of the most important and practically useful research on employee ownership, and we help companies manage themselves to achieve the greatest benefit from employee ownership.

Internally, we have a collaborative culture in which all staff members contribute to shaping the course of the NCEO's work. We model ourselves as much as possible on best practices in employee-owned companies: we often make decisions collectively, and our compensation system lets employees share directly in the success of the organization to the extent allowed by our nonprofit status. We are a fully virtual organization.

Equal Opportunity Employer

The NCEO is committed to equal opportunity employment. We make decisions based on

employee qualifications and performance, not personal characteristics or association with any category protected by law.

The NCEO values a diverse workplace and strongly encourages women, people of color, LGBTQ individuals, people with disabilities, members of ethnic minorities, foreign-born residents, and veterans to apply.

Remote work

After decades of working from offices in Oakland, California, the NCEO is transitioning to fully remote work. Candidates must have all reasonable requirements for working remotely, such as reliable high-speed internet access and a professional location from which to work. All candidates must be able to travel to accommodate in-person staff meetings, although the NCEO has not yet made plans for such meetings.

How to Apply

Applicants should browse our website (www.nceo.org) to learn more about us and employee ownership before applying. Please send your resume, a cover letter, and a writing sample. We may stop accepting applications as early as March 15, 2021. Your cover letter should be addressed to the Membership Director, Ramona Rodriguez-Brooks, and sent to jobs@nceo.org with the subject line "Membership Associate."

All applicants should send:

- A cover letter (Please describe your qualifications for the position in one page or less.)
- A resume
- A short writing sample (one page maximum)