

Member Engagement Coordinator

The Community Economic Development Association of Michigan (CEDAM) is seeking a Member Engagement Coordinator to support the development and execution of membership engagement activities, including campaigns, events, and training.

For many organizations and individuals, the coordinator will be the first point of interaction with CEDAM. They will have the opportunity to nurture statewide relationships and support the development of the community economic field in Michigan. The right person for this position will be dedicated to providing superb customer service, emphasizing equity and inclusion in their daily work.

This is a full-time position that reports to the Director of Member Engagement.

ABOUT CEDAM

[CEDAM](#) is a network of community champions building an equitable Michigan. We are a statewide coalition committed to community economic development. We build members' capacity, amplify their voices, and leverage resources to achieve lasting and systemic change for Michigan. Through engagement and collaboration, we sustain a thriving and equitable community economic development sector across the state.

CEDAM celebrates diversity of all kinds and is committed to providing a welcoming and non-discriminating environment for all who seek to work with us. Candidates can find additional information at cedamichigan.org/about/careers.

SCOPE OF WORK

The coordinator will work in tandem with the Director of Member Engagement to ensure the highest-quality member experience. They will manage CEDAM's membership database, provide timely responses to phone calls and emails, and offer suggestions for future improvements.

Membership

The coordinator will serve as the first point of contact for CEDAM member needs. Activities include:

- Update membership communications, including membership applications, new member welcome emails, member renewal emails, and member benefit communications, as directed
- Support the Director of Member Engagement with recruitment and retention efforts, including scheduling meetings with current and prospective members and identifying potential members
- Assist with the oversight of CEDAM's online communities to ensure content remains relevant and safe for all community members
- Assist with the execution of CEDAM awards

- Assist with the maintenance of CEDAM's membership database to ensure complete and accurate information
- Process member dues

Events & Training

The coordinator will support all CEDAM trainings and events, including those for a general audience and those that are program-specific. Activities include:

- Lead the creation of events in the CEDAM registration platform
- Serve as the first point of contact for registrant questions
- Prepare and plan for events, this includes identifying vendors, creating event projects in Asana, creating submission forms, and creating event and training materials
- Support communications with vendors, presenters, attendees, and sponsors for CEDAM events and trainings

Strategic Planning & Growth

The coordinator will assist the Director of Member Engagement with strategic planning efforts. Activities include:

- Support the development of additional member services as needed
- Participate in the planning and coordination of special projects and contracts (such as with affiliated organizations) as needed
- Assist in identifying and securing sponsorship for CEDAM events
- Assist in identifying training needs and support the implementation of new training opportunities

Cross-Organization Support

The coordinator will participate in cross-organization activities as part of the larger CEDAM team. They will:

- Attend bi-weekly all-staff meetings in Lansing
- Represent CEDAM at conferences and events
- Participate as possible in CEDAM organizational committees
- Collaborate with coworkers via task management software and Slack

This position falls within pay grade 1. We offer an annual salary of \$53,560 for this position.

THE IDEAL CANDIDATE

Anyone looking to work at CEDAM should share [our commitment to lasting and systemic change in Michigan](#). Specifically, our values and commitment to diversity, equity, and inclusion should resonate with you. To us, experience doesn't mean more years in the field or bigger programs managed—when you read the scope of work listed above, you are confident you have done about 60 percent or more of the things listed. The ideal candidate doesn't just have exceptional customer service skills, they take pleasure in helping others understand processes.

We're looking for someone with past success in:

Customer Service Orientation: The Coordinator will be the first point of contact for member needs, so they should be customer-focused, empathetic, and adept at resolving issues promptly and professionally.

Organizational Skills: Given the varied tasks involved, including managing databases, coordinating events, and supporting strategic planning efforts, strong organizational skills are crucial to prioritize tasks, meet deadlines, and maintain accurate records.

Attention to Detail: Accurate data management, timely responses to inquiries, and ideal event coordination require meticulous attention to detail to ensure quality and consistency.

Technological Proficiency: Proficiency with software tools and platforms such as database management systems, event registration platforms, project management tools like Asana, and communication tools like Slack is necessary for efficient workflow management.

Interpersonal Skills: Collaborating with team members, engaging with vendors, presenters, and sponsors, and representing CEDAM at conferences require strong interpersonal skills, including diplomacy, tact, and the ability to build positive relationships.

WHY CEDAM?

CEDAM takes great pride in its collaborative environment, vibrant atmosphere, and welcoming team members. Our benefits package includes employer-paid health, vision, and dental insurance that starts on day 1 of employment and a strong retirement match after one year of employment. CEDAM employees also enjoy unlimited paid time off, recognition of all state and federal holidays, flexible work schedules, and a professional development budget.

The CEDAM team is currently working remotely, but an office is available in the REO Town neighborhood in Lansing as needed. New staff members have access to a home office stipend to assist with outfitting their space.

Candidates may be based anywhere in Michigan so long as they're able to travel to Lansing and other areas of the state. The CEDAM team meets twice monthly in Lansing and staff members are responsible for their travel to these. For travel outside of Lansing, travel is reimbursed at the IRS rate, but applicants do not need to own a car to be considered.

TO APPLY

To apply, complete this [Google form](#). In this process, we are seeking someone who pays attention to detail and follows directions. Please read the following application instructions carefully. On the form, you will provide:

- Please write two to three paragraphs explaining **why you are interested in this position** and **how you believe you meet the qualifications**.

- By paragraph, we mean a set of three to seven sentences, the total length should be no more than 21 sentences.
- You will not receive more or less consideration because of a shorter or longer message.
- **DO NOT** send a cover letter.
- Provide your work/skills/training history as an attachment **OR** as a link to your LinkedIn profile.
 - We do not have a preference for either one.
 - You will not receive special consideration for sending both.
 - We aim to understand where you have worked before and the type of roles you've had.

The deadline to apply is **Sunday, April 14, 2024.**