



Position Opening: Membership Coordinator

Posted: September 2020

Anticipated Start Date: As Soon As Possible

Contract to Hire

The Schools, Health & Libraries Broadband (SHLB) Coalition is seeking a full-time membership coordinator as a contract to hire position. The SHLB (“Shell-bee”) Coalition is a growing nonprofit advocacy organization based in Washington, D.C. with about 200 members from across the U.S. We promote open, affordable, high-quality broadband for anchor institutions and their communities. www.shlb.org.

Characteristics: The perfect person for this position is outgoing, enthusiastic, comfortable making cold calls to potential members, and capable of doing detailed work. The ideal candidate will be a self-starter who is able to receive general direction and goals and then set his or her own to-do lists and exercise his or her own judgment to achieve results. The ideal candidate will have a familiarity with broadband policy and technologies and is interested in solving the digital divide.

Position Responsibilities:

The membership coordinator’s primary responsibilities will be to engage existing SHLB members to promote membership retention and recruit new members to join SHLB. The membership coordinator will work closely with SHLB staff and report to the chief operating officer. The person will also have the opportunity to participate in SHLB’s policy advocacy work as needed. Specific job functions include the following:

- Identify new potential members from events, our webinar attendees, FCC databases, etc.
- Reach out to potential members and arrange for introductory telephone calls between the potential new member and the executive director.
- Provide follow-up information after each phone call and track the interactions.
- Reach out to existing members to discuss their needs and identify how SHLB can support them.
- Populate and improve the Coalition’s membership records database.
- Assist SHLB Board members in reaching their membership recruitment goals.
- Assist with the development of SHLB membership materials and website content.
- Provide other administrative support to SHLB staff as needed.
- Some participation in policy advocacy work as needed.

Explanation: Membership dues are the SHLB Coalition’s primary source of funding. We have been successful in growing from 50 members to almost 200 members over the last four years. As our membership grows, we need additional assistance to keep our current members engaged and to improve our membership recruitment efforts to reach our goal of 300 members by the end of 2021.

Compensation: \$4000 to \$6000 a month for the first six months. A move toward full-time employment possible after six-month contract concludes.

Location: Location in D.C. is preferred, but not required, as this is a remote position. Flexibility in work hours is permitted.

Qualifications: B.A. or B.S. required. Some knowledge of broadband policies and industry preferred. Knowledge of customer databases, especially YourMembership, preferred. Candidates must be willing to use their own computers and cell phones for SHLB work.

Growth Opportunities: During the six-month contract, this position is an independent contractor. Hiring will be dependent on work performance and membership and revenue growth.

To apply for this position, please send your resume and a brief cover letter to Emily Olson, SHLB COO, at operations@shlb.org.