



JOB DESCRIPTION

Position Title: Nonprofit Solutions Specialist

Reports to: Director of Prof' and Org' Development Dept: Organizational Development
 FLSA Classification: Non-Exempt FT Entity: OneOC Corporate
 Supervises Others: No

SUMMARY:

The Nonprofit Solutions Specialist provides advisement and solution-focused services to nonprofit clients/members of the community as well as managing and maintaining nonprofit business relationships. This position will work directly with Director of Organizational Development on strategy and execution of the membership services delivery model; collaborate with other staff on appropriate services to address client/member needs; and build relationships with external stakeholders and potential service providers for further business development opportunities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Serves as OneOC's service solutions ambassador and is typically the first point of contact for new nonprofit clients, thus influencing their first experience with OneOC.
- Engages potential and existing nonprofit organizations via telephone, email and in-person to effectively explain the services and solutions offered by OneOC, answer questions and makes recommendations about services and solutions that would best meet the needs of the nonprofit.
- Communicates effectively and courteously with all contacts -- internal and external. Works well with diverse people. Provides exceptional customer service and positive customer experiences
- Responds to the needs of clients and builds positive relationships by providing accurate information and timely responses.
- Maintains key customer relationships while developing and implementing strategies to grow the account.
- Creates and monitors program budget to meet annual revenue goals.
- Leads nonprofit membership program by implementing membership plan, which includes: coordinating new member promotions, member retention strategies and soliciting memberships to nonprofits while reporting out to core OneOC staff. Duties also include processing member's information, updating membership status, tracking and notifying members of membership expiration, members approaching renewal and quantifiable membership benefit, and member onboarding. Ensures proper tracking of benefits utilization.
- Works closely with Marketing & Communications Specialist to develop appropriate messaging to promote Membership and other OneOC service solutions on website, social media outlets and membership e-communication. Includes the development/creation of content.
- Serve as lead administrator for OneOC's organizational assessment tools. Tasks include: contacting nonprofits, follow-up calls, performing survey set-up, tracking and oversight, issue resolution, contacting IT support, gathering testimonials, marketing and communications.
- Works closely in coordination with the Director of OD and program leads to develop, establish, and distribute strategies for delivering membership benefits with direct channels internally.
- Identifies appropriate clientele for OneOC services and begin initial strategy session for follow-up and transfer for services.
- Ensures proper handoff of client/member, and a detailed communication plan, to appropriate internal staff member for suitable service delivery benefit.
- Actively contributes to improve client satisfaction by analyzing client needs and concerns and provide information regarding available products and services to OneOC department leads.
- Builds a strong understanding of market trends to strategize for targeted clients.

- Analyzes accounts from billing to last collection in order to validate client balances and ensure compliance with contract terms and conditions.
- Maintains client information by utilizing data management systems, such as; Salesforce, Constant Contact, MailChimp and FormStack required.
- Leads Service Provider Directory program by implementing a business plan to identify, cultivate and secure new and renewing service providers for website list.
- Meets assigned revenue goals.

ADDITIONAL RESPONSIBILITIES:

- Attends and represents OneOC at outreach events.
- Supports the vision and goals of OneOC.
- Other duties as assigned.

EDUCATION AND/OR EXPERIENCE:

- Associate degree required
- Bachelor degree preferred.
- Five years of office experience performing detailed tasks.
- Customer-service/sales/account management experience.
- Excellent oral and written communication skills and thorough knowledge and use of proper grammar, spelling and punctuation.
- Demonstrated ability to plan and perform tasks/projects with minimal supervision while maintaining high attention to detail and quality of work

COMPUTER & EQUIPMENT SKILLS:

- Has good general knowledge of computer operations; uses a keyboard and calculator proficiently and with a high degree of accuracy.
- Uses Microsoft Office Tools such as Word and Excel as well as Internet and email programs proficiently.
- Uses typical office equipment (i.e., fax, phone, copiers).
- Possesses strong technology skills with good working knowledge of Microsoft Word, Excel, Outlook, PowerPoint and ability to learn new computer procedures and programs.

PHYSICAL JOB REQUIREMENTS:

- Sits for extended periods of time at a computer station or work desk. Stands and walks throughout the day.
- Uses hands and fingers to operate computers and office equipment for up to 8 hours or more each day.
- Requires clear vision at 20 inches or less with or without corrective lenses and vision sufficient to use equipment and drive a car safely.
- Hearing and speech within normal ranges and sufficient for clear communication face to face and on the telephone.
- Lifts up to 10 pounds regularly and 25 pounds occasionally.
- Exposed to typical office environment conditions and noise levels.

MENTAL AND REASONING REQUIREMENTS:

- Uses critical thinking skills to create documents and spreadsheets and interpret information furnished in written, oral, diagram, or schedule form.
- Able to set goals based on available information and to plan work in order to meet deadlines. Able to project likely future occurrences based on current or historic data.
- Able to formulate appropriate responses to requests for services and information from internal or external customers.

- Uses skill and judgment to ensure written or verbal outputs are clear, accurate, grammatical and of appropriate tone.

OTHER JOB REQUIREMENTS:

- Organizes workload throughout the day to meet project timelines and deadlines.
- Meets all requirements for confidentiality and for management of corporate, finance and personnel information including distribution controls, secure filing and disposal, and records retention and storage.
- Meets all applicable safety requirements for the position and work environment including prompt injury reporting.
- Maintains current knowledge of and complies with organizational and department policies and procedures.
- Maintains professional behavior, dress and appearance at all times.
- Attends meetings and trainings as requested.
- Drives personal car on work errands and for other purposes; maintains driving record and personal car insurance in accordance with organization's policies and provides related records periodically.
- Minimizes time spent on personal calls and matters. Meets attendance and punctuality requirements of this high-attendance position; reports time and attendance accurately.

Apply at: hr@oneoc.org Please include a brief cover letter with resume.