



## **MEMBER AND CUSTOMER SERVICE COORDINATOR**

The American Craft Council (ACC) is seeking a dedicated and detail-oriented person to provide outstanding customer service and coordinate our membership program operations. The member and customer service coordinator is a vital role in our organization, ensuring our 14,000 members receive their magazine subscription and other benefits. Key responsibilities include day-to-day data entry and analysis; overseeing renewal notices and acquisition campaigns; magazine circulation and fulfillment; and serving as the front-line point person for ACC's members and other audiences. Take this opportunity to manage a membership program with a national scope and be part of ACC's collaborative and mission-driven team. This position is located in Minneapolis.

### **RESPONSIBILITIES AND DUTIES**

#### **Membership operations**

- Data entry for all memberships that come in via mail or are forwarded to ACC via magazine catalog services
- Back-up data-entry support for fundraising and other activities as needed
- Membership renewal operations
  - Manage and execute renewal notice mailings
  - Manage and monitor scheduled renewal email blasts
- Day-to-day data entry and analysis
  - Monitor and track Salesforce reports and dashboards
  - Run and track regular membership reports to produce ongoing metrics for member count, renewal rate, and more
  - Assist in managing configuration of Veevart membership management system
  - Work across departments to provide a data-informed perspective that helps advance program initiatives

#### **Magazine circulation operations**

- Manage all magazine fulfillment
  - Main file fulfillment run magazine mailings
  - Supplemental file run magazine mailings
  - Single-issue sale fulfillment
  - Replacement issue fulfillment
  - Digital subscriber fulfillment
- Upload PDF files of current magazine to vendor portals for online publication fulfillment

## **Customer service**

- Point person for day-to-day front line customer service activities across ACC programs
  - Cover main telephone line reception duties during business hours
  - Monitor and reply to membership@craftcouncil.org mailbox and other general ACC mailboxes
- Coordinate and lead customer service teams at ACC shows and other events

## **ESSENTIAL EXPERIENCE, SKILLS, AND COMPETENCIES**

The ideal candidate should:

- Have a minimum of three years of experience with customer service and general administration, preferably in a nonprofit setting
- Be customer service-focused, with a strong sense of ownership over the satisfaction of members and other constituents
- Have exceptional interpersonal skills with experience creating positive, productive and collaborative relationships with members, work teams, and across functions
- Be detail-oriented and curious, with a willingness to continuously analyze, question, and improve procedures
- Have database management experience using Salesforce
- Be proficient with the Google product suites, including Google Docs, Sheets, Slides, Google Calendar, Gmail, Google Analytics, Google Meet, and Google AdWords
- Have strong written and verbal communication
- Demonstrate ability to handle multiple projects, produce high quality results in a timely manner, and work both collaboratively and independently
- Demonstrate an affinity for the mission of the American Craft Council
- Experience with membership programs in a nonprofit setting is a plus

## **DESCRIPTION OF PHYSICAL DEMANDS AND WORK ENVIRONMENT**

- While performing the duties of this job, the employee is regularly required to use hands to operate office equipment and computing resources.
- The employee must be able to sit for periods of time using office equipment and computer.
- This position may require moderate lifting of supplies and materials from time to time.
- The working environment is a general office environment with low noise level.
- This position requires regular weekly scheduled time in the ACC's Minneapolis office and may be a mix of office and remote work.
- There will be some travel required for this position.

## **ABOUT THE AMERICAN CRAFT COUNCIL**

ACC is a national nonprofit working to keep the craft community connected, inspired, and thriving. Our founder, Aileen Osborn Webb, recognized the significant impact craft has on individuals and communities and established a nonprofit to preserve, cultivate, and celebrate this communal heritage. 80 years later, our efforts span the nation. We share stories and amplify voices through *American Craft* magazine and other online content, create marketplace events that support artists and connect people to craft, and celebrate craft's legacy through longstanding awards and a unique research library. A range of other programs create space for dialogue and action—because craft can bring us together as people. Learn more at [craftcouncil.org](http://craftcouncil.org).

**SALARY RANGE:** \$38,000–\$45,000

### **TO APPLY**

If this position sounds like a great fit, we want to hear from you! Please send your cover letter and resume to [employment@craftcouncil.org](mailto:employment@craftcouncil.org) with the subject heading of “Member and Customer Service Coordinator.”

We will begin reviewing applications August 5, and the job will remain open until filled.

ACC is an equal-opportunity employer and does not discriminate against any employee or applicant on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation, gender identity, veteran status, or any classification protected by federal, state, or local law. We value diversity, inclusiveness, and equity and welcome candidates from all walks of life. Read more about [ACC's commitment to inclusion and equity](#).