

Community Foundation Campus, LLC  
Tucson, Arizona  
JOB DESCRIPTION

<b>Position</b>	Member Services Coordinator
<b>FLSA Status</b>	Exempt – Full Time
<b>Reports To</b>	Campus Manager
<b>Organization Profile</b>	<p>The Community Foundation Campus (CF Campus), a shared space for community advancement, is a nonprofit Campus which spans more than 24,000 square feet across three buildings with a central courtyard. The CF Campus includes open and enclosed offices for lease to nonprofits, shared amenities, meeting spaces, and open “hoteling” space for drop-in or day work.</p> <p>The CF Campus provides resources and a platform for collaboration that allow the nonprofit community to share their resources and ideas more efficiently and effectively, thereby maximizing their impact in the community.</p> <p>The CF Campus is a place where experts share knowledge openly, mentorship happens spontaneously and collaboration flows naturally. It fuels partnerships rooted in mutual interests, trust and respect, enriched by diversity and focused on positive and lasting impact in our communities.</p>
<b>Position Purpose &amp; Overview</b>	<p>Under the direction of the Community Foundation for Southern Arizona’s Chief Operating Officer and the CF Campus Manager, the Member Services Coordinator is the frontline liaison for the CF Campus. The Member Services Coordinator will strive to make the Campus a thriving and collaborative workspace by implementing convenings and events that bring added value to Campus tenants and the local nonprofit community. The Member Services Coordinator will be responsible for managing and growing the Campus’s meeting and event space rental program, as well as working closely with CFSA staff to build community and connect tenants across the Campus.</p>
<b>Duties &amp; Responsibilities</b>	<p><u>Campus Culture, Training, and Programs:</u></p> <ul style="list-style-type: none"> <li>• Build and maintain Campus culture by implementing activities that encourage learning, reflection, and collaboration among our diverse tenants.</li> <li>• Work in collaboration with the Center for Healthy Nonprofits to execute and coordinate nonprofit capacity building workshops, training, convenings.</li> <li>• Create and coordinate special events for both internal tenant groups and external nonprofits in the community.</li> <li>• Work in collaboration with CFSA marketing to maintain Campus social media accounts, newsletters, website and other promotions.</li> <li>• Form an annual art committee and maintain a local art rotation program.</li> <li>• Manage and facilitate committees to better the tenant community on Campus.</li> </ul> <p><u>Event Space Management:</u></p> <ul style="list-style-type: none"> <li>• Manage and grow the Campus’s meeting and event space rental program</li> <li>• Work with vendors to maintain and update AV equipment and furniture as needed.</li> </ul>

- Coordinate schedules for facility usage, including room reservations, and special events.
- Responsible for setting up/ overseeing set up of facility for events. This may include moving furniture.
- Work with CFSA Operations Manager to troubleshoot AV equipment and regularly seek new ways to stay ahead of the curve with technology.
- Seek new ways to generate revenue with the use of Campus facilities.

#### Tenant Management

- Provide excellent customer service for tenants on Campus and troubleshoot any issues that arise onsite.
- Work with Campus Manager and the board to adjust rental rates and leasing strategies according to the market.
- Coordinate and conduct tours for prospective tenants and brokers as well as other stakeholders, partners, funders, etc.
- Develop and grow the CF Campus membership program including establishment and implementation of protocols and best practices.
- Maintain the online Membership Management System to manage monthly payments, reservations, and agreements for tenants.
- Oversee rental invoicing and enter records into the CFSA data portal
- Recruit prospective tenants for coworking, partner, and suite offices. Work with the Campus Manager to draft lease agreements and negotiate terms with prospects.
- Manage the lease/license renewals, annual increases, and maintain accurate record.
- Seek new ways to market the available spaces on Campus and fill vacancies with mission aligned tenants.
- Establish and manage a communication platform for tenants to share resources and news.
- Manage tenant relations and provide or assign someone to provide front desk coverage including welcoming and directing guests.

#### Campus Administration

- Manage and train high school and college interns that are hired as support staff for the Campus.
- Work in collaboration with Campus Manager to create and maintain an operating budget for Campus spending.
- Work in collaboration with Campus Manager to create and update a strategic plan for the Campus.
- Responsible for data entry related to vendor invoices and deposit activity.
- Responsible for creating Campus policies, guidelines, and safety practices.
- In coordination with Campus Manager, responsible for all pertinent record keeping.
- Maintain organization of the kitchen, closets, and common areas.
- Make coffee, run dishwashers, spot clean, and replenish supplies in shared spaces.
- Other duties as assigned.

<p><b>Qualifications</b></p>	<p>The Member Services Coordinator must possess the following:</p> <ul style="list-style-type: none"> <li>• Commitment to creating an inclusive atmosphere where differences are understood, valued and respected; an understanding and appreciation of the diversity found within southern Arizona including the ability to work with all individuals regardless of race, color, gender, sexual orientation, sexual identity, age, religion, marital status, disability, national origin and military status. Excellent interpersonal skills with a willingness and ability to work cooperatively with others.</li> <li>• Must project a professional image always in person and on the phones to internal and external constituents.</li> <li>• Ability to develop creative ideas that will assist in creating the culture of the Campus.</li> <li>• Extensive event management and hosting experience including coordination of speakers and diverse constituents.</li> <li>• Excellent organizational and time management skills, including the ability to prioritize tasks.</li> <li>• Ability to multitask and to adjust to competing priorities.</li> <li>• Attention to detail and high level of accuracy.</li> <li>• Excellent oral communication, written communication, and active listening skills.</li> </ul> <p>The Member Services Coordinator must have considerable knowledge in the following areas:</p> <ul style="list-style-type: none"> <li>• Event management</li> <li>• Local nonprofit community</li> <li>• Principles and practices of sound business communications</li> <li>• Spelling, grammar, and punctuation</li> <li>• MS Word, Excel, Access, and Outlook</li> </ul> <p>Other desired skills:</p> <ul style="list-style-type: none"> <li>• Conference Room Management</li> <li>• Bookkeeping Experience</li> <li>• Working knowledge of IT management</li> <li>• Substantial Nonprofit work experience</li> <li>• Bilingual</li> </ul>
<p><b>General</b></p>	<p>The above statements are intended to describe the general nature and level of work being performed by an employee assigned to this job. This is not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel incumbent in this position.</p>
<p><b>Americans with Disability Specifications</b></p>	<p><u>Physical Demands</u></p> <p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the</p>

	<p>job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.</p> <p><u>Work Environment</u>  Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this job, the employee is usually not exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.</p>
<b>Compensation</b>	Hiring range is \$35,000 to \$43,000 based on qualifications and experience.
<b>At-Will Relationship</b>	This document does not create an employment contract, implied or otherwise, other than an “at will” relationship which means that either you or CFSA may terminate the relationship at any time, with or without notice, and with or without cause.
<b>Last Updated</b>	August 5, 2021