



Job Description

Title: Director of Member Services

About Catalist

Catalist is a matchmaking and measurement platform for companies and causes. Catalist's SaaS technology helps companies and causes find each other and measure their collective social and bottom line impact.

Our Core Values

ReThink

Some may call it Innovation, Disruption, a Breakthrough. We like to say that we rethink the status quo in order to effectuate social change – a type of change that is real and tangible. We are dedicated to creating solutions for companies and causes to ignite progress easier, quicker and more effectively.

Keep It Smart

We have one simple mission: to connect companies and causes. In order to achieve this simple mission, we must always keep our platform smart, thoughtful and relevant to our users. How we do that is deeply rooted in advanced technology, prescriptive methodologies and more data than any of us can handle.

Make It Easy

Our clients have big goals and even bigger hearts. But they are also busy and getting busier every day. At Catalist, we pride ourselves on creating stellar customer experiences that make connections for social change easy.

Position Summary

The Director of Member Services manages the Member Services department, including the primary functions of Portfolio Management, Member Engagement, Member Support and Employee Development.

This position is expected to successfully promote thorough and superior support of Catalist Members in order to achieve department growth and member satisfaction targets. As needed, this position will be responsible for monitoring communications to/from members, user experience and all services included within an annual member subscription. This is a mid-level management position, handling technical and relationship management functions with high visibility with the Executive Team.

Essential Duties and Responsibilities

Review the status of current members, and manage subscription usage, phases and success.

Host and/or manage system and subscription onboarding for all members.

Supervise member management process and staff, ensure that workflow and resources are properly allocated within the department, develop and motivate staff, ensure department provides excellent customer service to members.

Serve as the primary member representative for any complex and sophisticated issues and decisions.

Recommend better member management workflow and processes to the Chief Executive Officer.

Review all Master Services Agreements with members.

Measure and provide guidance and clarity on platform performance as it relates to Member experience.

Train staff on new processes, procedures, and products.

Handle department HR items, including documentation, coaching, formal evaluations, development plans, raises, and discipline, as needed.

Contribute to continued product development, as it relates to Member experience.

Generate weekly member management reports.

Problem solve with other departments and work with other departments to ensure maximum member satisfaction.

Perform additional duties as assigned and work with other managers, directors, executives, and departments as assigned.

Education and Experience

Bachelor's Degree requires.

Successful track record with philanthropy, social impact, team management and project development.

Five (5) years of management and supervisory experience.

Demonstrated Abilities:
Microsoft Office Suite experience.

Good understanding of the organization's strategic goals and objectives.

Good interpersonal, written, and oral communication skills.

Strong documentation skills.

Highly self-motivated and directed, with keen attention to detail.

Proven analytical and problem-solving abilities.

Able to prioritize and execute tasks in a high-pressure environment.

Experience working in a team-oriented, collaborative environment.

Ability to lead a team, train employees, and delegate work.

Ability to follow and provide clear oral and written instructions.

Ability to work independently with general instruction.

Must present a professional, business like appearance and manner.

Must maintain confidentiality.

Ability to present ideas in user-friendly language.

Details & Compensation

This position is ideally a full-time (40 hours/week), annual position starting as early as February 1, 2017. Compensation is competitive. Candidate would ideally live in, or be willing to live in and/or commute 1x/month to Austin, TX - Catalist's Headquarters.

Application Information

Please send a cover letter, resume and salary requirements ASAP to:

Brittany Hill
Chief Executive Officer
Catalist
bhill@gocatalist.com