



Advancing community health worldwide.

POSITION: Operations and Membership Manager

REPORTS TO: Director of Finance and Administration and Executive Director

INTRODUCTION:

The purpose of this position is to provide overall office management and coordination for CORE Group activities including online and in-person event management, membership support, and human resources, ensuring administrative excellence for the organization and CORE Group's *International Community Health Network*. In this vital support role, this employee interacts with all facets of CORE Group daily operations.

This is an exciting position for someone that loves working with people, interacting with them to highlight their work, and believes in the power of collaboration. If you are a positive, creative and out-going person, who is dynamic in their interpersonal relationships- this is the job for you!

TIMEFRAME: Immediate

DUTIES AND RESPONSIBILITIES:

Office Management

- Liaise with vendors, contractors and consultants as needed, including IT Support, office supply procurement, phone, internet, travel, insurance, restaurants and food vendors, etc.
- Schedule and facilitate semi-monthly staff meetings
- Maintain files and records both on the shared drive and in written form. Consolidate, integrate, and eliminate files as needed.
- Maintain the Executive Director's (ED) schedule
- Establish and maintain office systems ensuring compliance with and updating of user-friendly administrative guidelines and standards of procedure for CORE Group.
- Supervise temporary administrative staff and interns as necessary.
- Support staff, consultant and guest travel domestically and internationally.
- Support Project Staff as requested.
- Manage office, including mailings and supplies, serve as liaison to all office and building contractors and act as receptionist and gatekeeper for CORE, Inc. ensuring that CORE is perceived as a hospitable, responsible, and accountable.
- Maintain corporate credit card for operations purchases, including travel, admin, etc.,

Administration, Finance and Human Resources

- Take minutes of the Board of Directors (BOD) meetings, track all BOD resolutions, provide updated materials to BOD, ensure minutes are filed on the shared drive, and support activities of BOD committees.

- Support hiring process as needed, reviewing applications, scheduling interviews, on-boarding, etc.
- Manage on-boarding process of new staff and interns, in coordination with Director of Finance and Administration and Executive Director.
- Ensure quality, effectiveness, and efficiency of administrative and human resource policies and procedures, with staff feedback.
- Conduct government due diligence checks for vendors, employees, and others
- Works with Director of Finance on membership accounts and payments.

Membership Relations

- Act as first and primary contact for prospective CORE Group Members.
- Develop, facilitate, and manage applications for membership and approval process, and prepare quarterly membership reports for the Board of Directors.
- Ensure quality and efficiency of Membership process and procedures.
- Update and maintain the CORE Group Membership Database including vendor, member, consultant, and partner information.
- Design and implement new logistical processes to support growing membership as needed.
- Work with other CORE Group staff on member engagement and feedback activities
- Ensure regular processing of all membership invoicing and follow-up associated with annual dues; Background in accounts processing is highly desirable

Event Management

- Assist with the logistical management, execution, and analysis of meetings and workshops, particularly CORE Group's Conferences and other events. This includes negotiating venue contracts, liaising with vendors, and monitoring participant registration, payment, and attendance, as well as other tasks as necessary.
- Manage venue selection process; negotiate hotel/venue to protect the interests of CORE Group legally and financially
- Liaise with vendors to ensure timely and accurate services, including food and beverage orders, room set up, audio/visual supplies, etc.
- Track spending on events and report costs and revenue.
- Manage participant registration and attendance
- Manage growing Event Volunteer program.
- Coordinate event marketing with CORE Group Communications/KM Team.
- Support staff, consultant and guest travel domestically and internationally.
- Design new logistical processes to support growing meetings as needed
- Coordinate with CORE Group communications/KM team to update/create all meeting materials
- Oversee and contribute to conference/event/session design and content and manage information around content of conferences and events

Perform other duties as assigned using judgment and initiative.

KNOWLEDGE, SKILLS, AND ABILITIES

- Bachelor's degree and related administrative, organizational and analytical experience required. High quality work and attention to detail is essential in this role.
- Must have strong interpersonal skills and demonstrate a customer service orientation by responding to difficult situations with tact and diplomacy.
- Dynamic, outgoing and creative person who enjoys working with people and the "customer service" element of membership engagement is necessary.
- Strategic thinker, who can provide constructive and meaningful ideas/solutions for CORE Group membership growth and engagement, office management, and events.
- Must possess excellent oral and written communication skills.
- Must have the ability to manage multiple projects, work independently and meet deadlines, and enjoy diversity of tasks. Attention to detail is a must.
- Must demonstrate flexibility and adaptability to changing work schedules, work-flow and job duties.
- Must have the ability to work successfully as a part of the team, as well as independently
- Event planning experience a plus
- Experience with website software a plus
- Knowledge/interest in global public health
- Fluency in **English required**. Knowledge of French and/or Spanish helpful.

HOW TO APPLY

Please email your resume and cover letter to jobs@coregroup.org. Use "**Manager_Operations and Membership**" as the subject line. No phone calls please. Only potential interviewees will be contacted. Women of color, LGBTQI+, people living with disabilities, and women are encouraged to apply.