



Constituent Services and Support Coordinator

The Mississippi Alliance of Nonprofits and Philanthropy

The Constituent Services and Support Coordinator will develop and maintain strong relationships throughout the state with Alliance members, the Regional Volunteer and Nonprofit Hub Directors, and not-yet-members, through a rigorous process of engagement, identification of needs, network building and customer service. This position will report directly to the Program Director and work collaboratively with staff members, consultants, and partners to help bolster collaboration, foster innovation, and improve performance of nonprofit and philanthropic organizations throughout the state.

ESSENTIAL JOB FUNCTIONS:

- Serve as a conduit between the Alliance, Hub Directors and members throughout the regions to help identify and resolve challenges of non-profit and philanthropic organizations.
- Ensure Regional Hub Directors understand the roles and expectations in connecting local nonprofits and philanthropy to capacity building and training offered through Alliance services.
- Maintain a solid working knowledge of capacity building services and other member benefits available to Alliance members. Be able to articulate the value of these benefits and services and recognize opportunities that can be addressed through membership, programs and services.
- Develop and maintain a strong relationship with each of the Hub Directors, recognizing and acknowledging the critical role they play in customer satisfaction and providing them with exceptional customer service, while working to identify local and regional training needs.
- Work with Alliance Program Director, to develop and maintain a training calendar developed from feedback garnered from Hub Directors that address the organizational development and capacity building needs of nonprofits and philanthropic organizations. All training programs should be clearly linked to *Principles and Standards for Nonprofit & Philanthropic Excellence*.
- Interface, with a customer service orientation, with the MS Hub Network and Hub Directors to provide logistical support for trainings and workshops and to ensure that training checklists and Training Session Submission forms are completed for all training events and required tasks are completed.

- Assist communications team in managing posts to social media outlets, contribute content to newsletters and push electronic alerts to members, not-yet-members and stakeholders to keep them informed of Alliance activities and strategic initiatives.
- Work with Alliance leadership (and contracted program support consultants) to track training-related data, including, but not limited to, attendance for both individuals and organizations, evaluations and profitability of trainings.
- Work with Alliance staff to ensure a high level of internal and external customer satisfaction and measurable Return on Investment.
- Effectively use the *Principles and Standards for Nonprofit & Philanthropic Excellence* to understand and promote behaviors, procedures and processes that ensure the Alliance's ability to demonstrate best practices in the delivery of programs and services.

Qualifications

- Working knowledge of nonprofit and/or philanthropic organizations
- Proven business/organizational skills
- Ability to handle multiple assignments and excellent time management skills
- Excellent verbal and written communication skills
- Excellent interpersonal and customer service skills
- Excellent computer skills and ability to learn new software
- Ability to provide and take direction and apply that guidance to the work at hand
- Ability to work effectively both as part of a team and independently
- Ability to successfully work with diverse populations
- Willingness to travel extensively throughout the state of Mississippi
- BA/BS in Education, Human Resources, Social Services or related field. Masters preferred.

How To Apply

Please submit letter of interest and resume to connect@alliancems.org. Please type "Constituent Services Coordinator" in the subject line. *No phone calls please.*

About The Alliance

The Mississippi Alliance of Nonprofits and Philanthropy is a membership organization serving more than 500 nonprofits and grantmakers across the state. Our mission is to serve, build capacity and foster collaboration among and between Mississippi's nonprofit and philanthropic communities. We value commitments to excellence, trust and accountability and promote a work environment that values respect, fairness, and integrity. The Alliance follows equal employment guidelines and employs personnel without regard to race, creed, color, class, gender, religion, national origin, sexual orientation, age, disability (as prescribed by the Americans with Disabilities Act), veteran status or marital status.

