



Member Services and Communications Coordinator

Position Description

Effective: June 2021

Classification:	Non-union	FLSA Status:	Exempt
NRECA Job Code:	21-3511	Employment Status:	Full-time
Department:	Member Support	Location:	Bismarck
Reports To:	Manager of Member Support	Supervises:	N/A

DISCLAIMER:

THIS IS NOT INTENDED TO CREATE A CONTRACT OR BE AN ALL-INCLUSIVE LIST OF DUTIES. THIS DESCRIPTION MAY BE CHANGED AT ANY TIME WITHOUT NOTICE. IN ORDER TO MAXIMIZE FLEXIBILITY AND EFFICIENCY, EMPLOYEES MAY BE ASSIGNED ADDITIONAL DUTIES AS DEEMED NECESSARY. ALL PRIOR POSITION GUIDES OR DESCRIPTIONS FOR THE ABOVE LISTED POSITION ARE HEREBY REVOKED AND SUPERSEDED.

PURPOSE FOR THE POSITION:

This position assists the Innovative Energy Alliance (IEA) Manager of Member Support and Chief of Staff. Main responsibilities include prompt and efficient coordination of member engagement, services, and support for the member cooperatives of the IEA.

QUALIFICATIONS AND EXPERIENCE:

To perform effectively in this position a Bachelor's degree in business, communications or related field and 3-5 years of directly applicable experience are required. This position requires an in-depth knowledge using personal computers, Microsoft Office software, digital engagement, and marketing. Excellent organizational, verbal and written communication and time management skills are required. Experience in the utility industry, web development and design, and experience with the various digital platforms is preferred.

CORE COMPETENCIES:

- Continually develop and recommend more efficient and effective ways of carrying out the duties and responsibilities of the position.
- Review and abide by established policies and procedures of IEA, the cooperatives, and associated entities.
- Promote teamwork through communication and cooperation. Treat co-workers in a respectful, considerate, and professional manner and consider the opinions and personal needs of others.
- Accept and adapt positively to changes in the position within IEA, the cooperatives, and associated entities. Develop a commitment to accept ongoing change.
- Be a positive influence within and outside IEA, the cooperatives, and associated entities.
- Support IEA's mission by staying current with information to cultivate and positively project IEA's philosophy.
- Provide leadership that stimulates a high standard of morale among employees of the office by use of team spirit and enthusiasm.
- Accept responsibility for the duties of the position. Work diligently toward complete and accurate work assignments.

ESSENTIAL JOB FUNCTIONS:

1. Develop and maintain a strong professional relationship with the member cooperatives of the IEA.
2. Perform member-focused engagement coordination for the member cooperatives of the IEA.
3. Support member cooperatives of the IEA with office processes and NISC software efficiencies.
4. Assist member cooperatives of the IEA by providing member services and support.
5. Assist member cooperatives of the IEA with development of a strong member engagement plan; public relations, digital engagement plan, and publication messaging (including digital, social

- media, web development, written, verbal etc.)
6. Support member cooperatives of the IEA processes and efficiencies, establishing goals, and strategies for short and long term planning,
 7. Research engagement opportunities and trends for the member cooperatives of the IEA.
 8. Design and enhance member cooperatives of the IEA websites utilizing Touchstone Energy Web Builder.
 9. Provide assistance with planning and managing the annual meetings of member cooperatives of the IEA.
 10. Establish and maintain strong relationship utilizing Touchstone Energy offerings.
 11. Assist with implementing learning/education program for the IEA and member cooperatives of the IEA.
 12. Perform other duties as assigned.

ESSENTIAL PHYSICAL REQUIREMENTS:

PHYSICAL REQUIREMENTS	0 - 24%	25 - 49%	50 - 74%	75 - 100%
Seeing: Read documents and computer screen, and operate vehicle.				X
Hearing: Communicate in person and via telephone.				X
Standing/Walking:			X	
Fingering/Grasping/Feeling: Use of pen, keyboard				X
Climbing/Stooping/Kneeling, etc.: Stairs			X	
Lifting: Able to lift a maximum of 50 pounds from the floor			X	

WORKING CONDITIONS:

LOCATION	0 - 24%	25 - 49%	50 - 74%	75 - 100%
Indoors, In an Office			X	
Indoors, Warehouse/Shop		X		
Outdoors, Moderate/Extreme Weather Conditions	X			
Working at Heights greater than 5 feet above the ground.	X			

REMARKS:

This position is an "At Will Position" as defined by the State of North Dakota. This means your employment can be terminated at any time with or without cause and with or without notice. I have read my Position Description and understand my assigned responsibilities, and have been given a copy of this Position Description. I also certify by my signature below that I am able to perform the essential functions of this position description either with or without a reasonable accommodation.

Accepted by: _____
Employee _____
Date

Approved by: _____
Chief of Staff _____
Date