



**Title:** Membership Coordinator (Full-time)

**Reports to:** Membership Manager

**Job purpose:** To enhance the membership experience for Vermont Foundation of Recovery.

**Position Summary:**

Reporting to the Membership Manager, the Membership Coordinator will be responsible for carrying out all aspects of the membership experience at VFOR. This role involves handling new member inquiries, managing applications, conducting interviews, and ensuring seamless internal and external communications. The Membership Coordinator will provide exceptional customer service and foster relationships internally and externally. This position requires a high level of organizational skills, exceptional customer service, and a compassionate approach to working with diverse populations.

**Key responsibilities:**

1. Membership:
  - Responsible for all membership-related functions, including potential new members, incoming applications, interviews, external communications, internal communications, and requests from current members.
  - Conduct all processes efficiently and effectively.
  - Support the day-to-day work of the Membership Division.
2. Relationship Management:
  - Approach all interactions in a way that creates and fosters relationships with referral partners and organizations that provide support to members.
  - Build a strong network to enhance member recruitment and support services.
3. Customer Service Excellence:
  - Exceptional customer service is a core value of VFOR.
  - Ensure that all interactions with members and potential members reflect this commitment.
4. Income Certification:
  - Follow the process to complete income certifications for potential new members.
  - Ensure accuracy and compliance with relevant standards.
5. Tracking and Reporting:
  - Follow the system for tracking and reporting on performance, outcomes, and compliance metrics including but not limited to open beds, time from application to contact, time from application to interview, and duration beds remain open, etc.
6. Compliance:
  - Ensure compliance with all relevant laws, regulations, and certification standards.
  - Escalate any violations or concerns to the Membership Manager.
7. Professional Development:
  - Attend training to develop relevant knowledge and skills that support the Membership Division at VFOR.
  - Focus on areas such as customer service, compliance, organization, communication, and process improvement.



**Knowledge, Skills, and Attributes:**

- Excellent communication, interpersonal, and problem-solving skills are essential. Ability to interact effectively with a diverse range of stakeholders.
- Compassionate, empathetic, and culturally sensitive approach to working with diverse populations. Strong focus on providing exceptional customer service.
- Highly organized, detail-oriented, and able to follow through on tasks and goals. Strong time management skills are crucial.
- Ability to handle stressful situations and work well under pressure. Maintain a calm and professional demeanor in challenging circumstances.
- Ability to work independently and as part of a team. Flexibility to adapt to changing needs and priorities.
- Lived experience in recovery from substance use disorder preferred. Knowledge and experience operating recovery homes are highly desirable.

**Scheduling:**

- This position is a full-time role with a consistent schedule.