



**Pacific Coast Shellfish Growers Association**  
**120 State Ave. NE, #142**  
**Olympia, WA 98501**

<b>Job Title:</b>	Member Services Coordinator		
<b>Location:</b>	Olympia, WA	<b>Travel Required:</b>	Occasional local travel with a couple overnights a year
<b>Salary:</b>	\$23/hour	<b>Position Type:</b>	30-40 hrs/week
<b>Benefits:</b>	Paid holidays and personal time off, Association-sponsored IRA, health benefits		
<b>Email cover letter, resume and names of three professional references to:</b>			
Connie Smith, Assistant Director • <a href="mailto:conniesmith@pcsga.org">conniesmith@pcsga.org</a>			
<i>*Include in the Subject Line: Member Services Coordinator Job Application</i>			
<b>Job Description</b>			
<b>ORGANIZATION MISSION</b>			
To ensure a healthy social environment, regulatory environment and natural environment for shellfish farming in Washington, Oregon, Alaska, California, and Hawaii.			
<b>PRIMARY RESPONSIBILITY</b>			
The Member Services Coordinator will represent the mission and the interests of the Pacific Coast Shellfish Growers Association. Specifically, this individual will strengthen the membership experience, working with members to identify and reflect key issues into new and existing PCSGA programs and tools. Additionally, this position will provide administrative support for the organization in order to help PCSGA achieve its mission and goals.			
<b>ROLES AND RESPONSIBILITIES</b>			
Member Engagement and volunteer support			
<ul style="list-style-type: none"> <li>• Regularly interact with Grower and Allied Members to attain their input on priority issues, needs and opportunities for improved engagement</li> <li>• Lead member-orientated activities including those aimed at renewal and retention</li> </ul>			
Support PCSGA leadership and staff with meeting and event planning and communications			
<ul style="list-style-type: none"> <li>• Event planning, coordinate vendors, and staff events as needed</li> <li>• Manage volunteer activities at beach clean-ups, community events, fundraisers, etc.</li> <li>• Coordinate with staff and support communications including light graphic design duties</li> <li>• Produce content for website, social media, and newsletter, and coordinate distribution</li> </ul>			
Organization Support / General Administrative Duties			
<ul style="list-style-type: none"> <li>• Perform general administrative functions, including but not limited to general correspondence, phone, email, schedule meetings, meeting minutes, submit PDC reports, etc.</li> <li>• Ensure Desk Reference Manuals are updated annually</li> <li>• Assist other staff as needed</li> </ul>			

## **QUALIFICATION AND EDUCATION REQUIREMENTS**

### **Exceptional written and oral communication skills**

- Proven ability to effectively present materials verbally and in writing to a wide range of audiences including PCSGA Board, Association members, and industry stakeholders
- Preparation of a wide variety of letters, position papers, messages, training materials, and presentations.

### **Client/Stakeholder Services**

- Experience developing and maintaining relationships.
- Increasing responsibility coordinating and supporting stakeholders/clients/volunteers.
- Instill appreciation and develop opportunities for meaningful engagement for stakeholders, Association members, and volunteers.

### **Project Management**

- Demonstrated success supporting daily functions of the office, often with conflicting priorities.

### **Leadership and teamwork experience:**

- Actively participate as a member of a high-functioning, fast-paced team.
- Work cooperatively and collaboratively with others in complex and sometimes politically sensitive arenas.

### **OTHER SKILLS**

- Proficiency with Microsoft Office Suite; comfortable with virtual communication platforms, such as Zoom; experience working with WordPress, InDesign and databases preferable. Learns new software quickly.
- Works independently, prioritizes tasks, and is a self-starter. Understands what needs to be done and how best to accomplish tasks.
- Exhibits discretion, confidentiality and professionalism when working with sensitive, private or adverse information.
- Appreciation for farming and or working waterfronts.
- Demonstrates attention to detail.
- Demonstrates flexibility, willingness to try new approaches for the sake of experimentation. Adopts a positive attitude when under pressure to meet deadlines, or confronted with unexpected challenges.
- Demonstrates resiliency, persistence, and tenacity when working with difficult, challenging situations.
- Demonstrates humility and a sense of humor. Learns from mistakes and is able to bounce back.
- Reliable transportation and valid driver's license.
- Ability to lift and carry at least 50 pounds.