**Administrative**

* Outreach Coordinator and Membership Coordinator will coordinate with each other to provide a more cohesive and complete service.
* The Membership Coordinator will submit monthly time sheets reflecting work performed for that month.
* The Membership Coordinator will enter all pertinent information (including payments and notes) about the new member into our database through our website.
* The Membership Coordinator will present a report to the President to give to the board regarding actions taken for the month.

**Service Request**

* The Membership Coordinator will assist volunteers in satisfying service requests.
* The Membership Coordinator will monitor service requests for completeness and address any issues with the request.
* The Membership Coordinator will attempt to fill any service request that is not completed promptly by contacting volunteers.
* The Membership Coordinator will bring to the Webmaster or the President’s attention any issues with a service request.

**Volunteers**

* The Membership Coordinator will enroll volunteers (non-member) and contact the appropriate persons regarding training and vetting.
* The Membership Coordinator will monitor volunteers to confirm receipt of requests and, if they do not volunteer, why
* The Membership Coordinator will call volunteers from time to time to engage those volunteers to participate.
* The Membership Coordinator will also present a brief overview of the expectations of a volunteer, and that Sterling will contact the volunteer for vetting.
* The Membership Coordinator will assist Volunteers in completing the Sterling application.
* The Membership Coordinator will contact volunteers to encourage them to participate in Services and Events
* The Membership Coordinator will assist in orientations conducted by the Membership Coordinator

**Marketing**

**Events**

* The Membership Coordinator will attend some of our events to get to know the members personally and garner any pertinent information.
* The Member Coordinator will produce an updated and enhanced orientation guide for our seniors to be more instructive, reflect challenges presented by the pandemic, and to be clearer about what services cannot be provided and how to get information meeting their needs. An Orientation will be presented monthly to provide training and updates for members. This will sometimes be a 1:1 event.

**Email and Google Phone**

* Member Coordinator will monitor daily nnccblast@gmail.com; nncc1help@gmail.com; and Google Phone and take appropriate action, including but not restricted to:
  + Calling a member back
  + Enrolling a new member
  + Contacting Outreach Coordinator regarding volunteers
  + Answering a question posed
  + Redirecting the email or question to the right person
  + Re-enrolling a member.
  + Answering and management of the NNCC Physical Phone

**Members or Member Volunteers**

* The Membership Coordinator will be responsible for contacting a prospective member.
* The Membership Coordinator will enter all pertinent information (including payments and notes) about the new member into our Database through our website.
* The Membership Coordinator will be responsible for informing a new member of upcoming events; delivering a brief overview of the benefits as a member of the organization, and generally getting a “feel” of the expectations of the member or volunteer.
* The Membership Coordinator will contact the appropriate people in the organization to complete the registration.
* The Membership Coordinator will also help the new member or volunteer when needed to access the website or contact a computer Angel to address the issue for that member or volunteer.
* The Membership Coordinator will also present a brief overview of the expectations of a member volunteer and that Sterling will contact the volunteer for vetting.
* The Membership Coordinator will work with the board members who present Orientation to track, schedule and remind new members and volunteers about Orientation.
* The Membership Coordinator will assist members in accessing Service Requests on the database by walking them through the process or entering the service request for them.
* The Membership Coordinator helps seniors find safe ways to use NNCC, to educate our membership about service availability.
* The Membership Coordinator will work with The Outreach Coordinator and the Marketing Committee to enhance the member’s experience.
* The Membership Coordinator will produce an updated and enhanced orientation guide for our seniors to be more instructive, reflect challenges presented by the pandemic, and to be clearer about what services cannot be provided and how to get information meeting their needs.

**Renewing Members**

* The Membership Coordinator will send a “We miss you” card to expired members or volunteers.
* The Membership Coordinator will contact renewing members (emails will come to the Gmail mailbox) to confirm their information and welcome them back.
* The Membership Coordinator will monitor the Prospect to do list to update members.