

PALCI

Pennsylvania Academic Library Consortium, Inc.

Position Description

Position Title: Member Services Coordinator

Reports to: PALCI Executive Director and Associate Director

Available: November 1, 2017

This full-time position serves as PALCI Members' primary liaison for information and support on all PALCI programs and services. The Coordinator is a critical member of the high-performing PALCI staff team with the lead responsibility for the fulfillment of the information, communications, and technology needs of PALCI Members and our business partners to further the vision, mission, values, and goals of the consortium.

Responsibilities

PALCI Member Services & Program Support

- Serve as the consortium's primary liaison to Members, providing direct support and training services, and assisting with daily operation of all PALCI programs
- Ensure member satisfaction with PALCI programs through proactive, member-focused support; thorough documentation and communications; strong attention to detail for invoicing and all transactions; and adherence to continuous improvement of services
- Maintain an in-depth understanding of all PALCI services, with particular emphasis on our resource sharing programs, collection initiatives, and eContent offerings
- Coordinate and provide direct support for the E-ZBorrow community in partnership with Members, committees, external groups/consortia, and our resource sharing software providers
- Respond to, track, follow-up with, and resolve member questions/issues by engaging with members via email, phone and, other forms of communication
- Manage member data and program participation records through appropriate technology tools, e.g., help desk ticketing systems, CRMs, ERMs
- Facilitate member participation in PALCI programs and identify opportunities to maximize member engagement and shape appropriate future services

Marketing & Communications

- Work with the PALCI Team to develop the PALCI communications plan and calendar and ensure completion
- Manage and write content for the PALCI website, listservs, and other information portals
- Author and edit regular PALCI Up2Date newsletters using email marketing software
- Represent PALCI and make presentations at conferences and meetings

Outreach & Events Coordination

- Coordinate the planning and implementation of PALCI outreach initiatives, committee meetings, event logistics, including the Annual Member Meeting, Board meetings, and Deans & Directors meetings, and others as required
- Cultivate relationships with PALCI Members and vendors to build member satisfaction with PALCI programs and services, and deliver maximum value to Members
- Foster a sense of community among PALCI Members and provide a framework for open dialog and communication through visits to member libraries, participation in PALCI meetings, and other events and forms of communication

Other Duties & Special Projects

- Maintain awareness of relevant issues and trends impacting the consortium and member institutions through active engagement with and participation in the professional community
- Recommend new services and programs to meet consortium needs
- Other duties as assigned

Qualifications

Education

- ALA-accredited MLS degree preferred, or its equivalent in training and experience in a related field

Experience

- Demonstrated knowledge of the current library and technology environments, language, and culture, with a strong grasp of library needs and practices
- 3 years working in academic libraries, consortial environments, library vendors or similar experience preferred
- Experience with resource sharing/ILL, eContent acquisitions, and collection development operations preferred
- Experience creating and delivering presentations, speeches, and training sessions, both in-person and virtually preferred

Knowledge and Skills

- Outstanding interpersonal, organizational, and analytical skills
- Commitment to exceptional, proactive customer service and communications with strong attention to detail
- Demonstrated ability to take initiative, remain flexible, think creatively, demonstrate positivity and enthusiasm, propose solutions, embrace change, thrive in a fast-paced environment, and learn on the job
- Demonstrated success in effective teamwork, leadership, and communications
- Demonstrated ability to maintain effective working relationships with multiple diverse audiences and higher education employees at all levels
- Strong working knowledge or familiarity with HTML, web and graphic design principles, Google Apps and Google Drive, and Adobe and Microsoft Office Suite preferred
- Experience with advanced Excel functions and report analysis preferred
- Experience using customer relationship management (CRM) and survey systems, analyzing data, and developing queries and reports preferred
- Knowledge of public relations, communications and marketing techniques preferred

Work Arrangement

- PALCI has a 100% remote working environment
- Overnight and some extended travel required to visit PALCI Members, national and regional conferences, and other meetings, averaging approximately 15- 20% of the time
- Must have a current driver's license and be able to drive personal and rental cars as business travel needs require
- Must be able to lift boxes and equipment weighing 25 pounds when traveling and managing events