

**Pennsylvania Academic Library Consortium, Inc.**  
**Communications & Member Support Coordinator**  
**Position Description**

Title: Communications & Member Support Coordinator

Reports to: Executive Director

Available: January 1, 2019

PALCI seeks applications from highly motivated, self-starters who are passionate about delivering top-notch communications and excellent customer service that goes the extra mile for our members in a fast-paced, collaborative, non-profit library consortium setting.

This full-time, remote-working position will provide communications services, and program, event planning, and administrative support for PALCI member programs and initiatives. The Communications & Member Support Coordinator is a critical member of the high-performing PALCI team with responsibility for proactive fulfillment of the information and communications needs of PALCI Members, our vendor partners, and other contacts to further the mission, values, and goals of the consortium.

Responsibilities

- Serve as the point of first contact for PALCI member inquiries by fielding incoming correspondence and providing timely responses with emphasis on service, quality, and professionalism
- Manage the PALCI help desk support ticketing system to ensure excellent customer service and contribute to our members' success as they engage in PALCI programs
- Develop, organize, and maintain effective and accurate communications delivered to PALCI members via emails, newsletters, reports, and PALCI web pages
- Maintain data about PALCI member libraries using a Customer Relationship Management System and other related systems
- Design proactive communications in collaboration with other PALCI staff to address member library needs
- Support the event planning and meeting needs of PALCI staff and committees, including scheduling, note-taking and logistics planning
- Liaise with PALCI staff to identify ways to support the success of all PALCI programs
- Review, evaluate, recommend, and implement process improvements and procedures.

- Manage travel expenses, including expense report processing, supplies inventorying and purchasing, and independent communications with vendors and suppliers
- Facilitate member participation in PALCI programs and services, ensuring proper and accurate documentation and invoicing for these activities. Review vendor and member invoices for accuracy to support timely processing and payment. Ensure all special requirements are met
- Create presentations, Google forms, emails, speeches, reports, meeting minutes, Excel spreadsheets, and other PALCI documents and communications in a consistent and professional format
- Oversee PALCI events and meetings by coordinating with the event leaders to create an action plan for each event. Create documents needed for the events including but not limited to agendas, handouts, signage, and name tags. Manage location, technology and catering logistics, and communications with event participants. Ensure all aspects of the action plan are completed properly and on time. Take minutes as assigned. Track completion of deliverables. Travel to the events as needed.

### Qualifications

The successful candidate will be a creative and highly organized communicator who takes a proactive approach to the responsibilities outlined in this role with demonstrated:

- Evidence of exemplary communications skills, both verbal and written, with attention to detail, and commitment to excellent customer service
- Ability to thrive and take initiative in a fast paced environment with a demonstrated ability to juggle priorities and track multiple projects and assignments simultaneously
- Proficiency and comfort with using modern collaboration technologies and productivity tools necessary for distributed, remote-work teams, including but not limited to Google's suite of business tools (Google Docs, Sheets, and Forms), project management software, such as Trello, online survey software, customer relationship management tools, such as Salesforce, and web conferencing technologies, such as Zoom
- Ability to preserve strict confidentiality with respect to sensitive projects and matters
- Evidence of sound judgment and problem solving abilities, knowing when to seek input or help from other staff
- Evidence of experience with successful communications management
- Ability to produce attractive, professional, and effective communications pieces, including presentations, email marketing newsletters, web pages, and reports
- Excellent organizational skills and attention to detail



- Evidence of ability to work independently and as part of a team in remote work settings
- Experience working with diverse audiences
- Desire to learn
- Ability to manage other projects assigned by identifying ways personal knowledge, skills, abilities, and creativity can add value
- Bachelor's degree, with direct experience in office or project management (preferred)
- Knowledge of library- or consortium-related activities (preferred)
- Graphic design and/or web design experience (preferred)
- Ability to occasionally travel to rural and urban areas with a valid driver's license throughout the PALCI region in support of PALCI events

### Remote Work Requirements

PALCI maintains a distributed office environment. PALCI will supply a computer with webinar functionality, Microsoft office suite and a mobile phone, or reimbursement for a mobile phone service. Employee will supply adequate office space and a robust Internet connection. Our work is conducted primarily through frequent web-based meetings using Zoom, phone, and email. We use both Google and Microsoft applications.

### Compensation

This is a full-time remote-working position (35 hours per week), with full health, dental, vision, and retirement benefits. Salary is competitive and commensurate with experience.

### Apply

Please send your resume, cover letter, a sample of your work, and 3 professional references to [admin@palci.org](mailto:admin@palci.org). The position is open until filled with first consideration given to applications received by December 19, 2018.

PALCI is an equal opportunity employer.

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