

MCOA Job Opening- Director of Member Services II:

Deadline December 4, 2019

Title:	Director of Member Services
Supervised by:	MCOA Executive Director
Supervisor of:	None
Summary:	The Director is expected to spend a significant portion of their time in the field providing technical assistance to the 350 municipalities that have established a COA. The will also be charge with delivering and expanding the range of training opportunities offered by MCOA and EOEA as well as revise and update several of our existing training manuals.
Hours/Week:	Exempt Full-time
Specific Duties Shared with Director of Member Services I:	<p>Under the supervision of the MCOA Executive Director and in coordination with the other Member Services Director this position will:</p> <ol style="list-style-type: none">1. Implement support services in conjunction of the Agencies' Major and Additional Focuses;2. Coordinate with each of our six Work Groups to set a statewide training date(s) to meet the needs of said group: Outreach, Wellness, Programming, New Directors, Volunteer Coordinators, and COA Board;3. Review, update, and or create training manuals for each of these work groups;4. Coordinate MCOA's Membership Meetings;5. Assist with MCOA's Fall and Spring Conferences;6. Establish Regional Government Days (Trainings from state officials on Procurement, Ethics, OCFP, Records Retention, and/or CORI);7. Establish Regional Protective Service Trainings with EOEA;8. Oversee MCOA's Multicultural Diversity Training;9. Promote the value in NISC Accreditation and MCOA Certification;10. Assist MCOA's Fiscal Team with invoicing, tracking and auditing of agencies activities;11. Focus on Marketing MCOA's mission, training events, and other objectives to our members and the public at large;12. Oversee the needs of MCOA's Regional Affiliates;13. Coordinate other trainings events as they arise;14. Develop a statewide Mentorship Program for Directors and Staff of municipal COAs; and15. Oversee the roles and responsibilities of MCOA's Regional Representative designees.16. Other duties/projects as assigned by Executive Director.
Requirements:	B.A. with a significant employment history in the Massachusetts' Council on Aging network is required. Individuals that have built or renovated a senior center, passed MCOA Certification and/or been awarded NISC Accreditation are preferred. Candidate should have a strong background in event planning, marketing, fiscal

management and have a thorough knowledge of Massachusetts elder care continuum. Must be highly motivated and organized. Computer literacy and travel required.

Compensation: Salary Range \$75,000-\$85,000 with a generous benefit package

Time Frame: Grant Funded Position -January 1, 2020-June 30, 2021 with continuation funding likely.

Respond with Shari Cox, Fiscal Manager

cover letter and MCOA, 116 Pleasant Street, Room 306, Easthampton, MA 01027

resume to: Shari@mcoaonline.com

MCOA is an EEO/AA employer; we are committed to Massachusetts living wage as our minimum wage.