



SPIRITUAL DIRECTORS INTERNATIONAL
Tending the holy around the world and across traditions
www.sdiworld.org

FULL TIME JOB POSTING MEMBERSHIP SERVICES COORDINATOR

Summary:

Provide excellent, joy-filled customer service and support for Spiritual Directors International's mission to "tend the holy around the world and across traditions." In a small nonprofit environment, create and maintain global relationships, support educational events, creatively communicate the value of contemplative practices, and help with publications that promote the ministry and service of spiritual direction. Continue to develop and refine ways the Internet (website, social networking, and on-line programs) and educational programs serve the mission to communicate the value of the contemplative practice of spiritual direction around the world and across traditions. Utilize your passion for online communities to enrich the experience of our members and global learning community.

Qualifications:

- BA or MA preferred, especially English, technology, and communications majors.
- One to three years of experience in a small, non-profit or membership services environment providing excellent customer support and entering alphanumeric data into a database.
- Computer savvy with a high proficiency in MS Excel, Word and Outlook, databases, web technologies, and other software applications. Experience with FileMaker Pro and updating websites (webgui and drupal platforms) is strongly preferred.
- Excellent listening, written and verbal communication skills; multilingual a plus.
- Professional demeanor, able to work effectively as an individual as well as with a diverse, international team with many volunteers.
- Must be self-motivated, dependable and able to prioritize.
- Comfort in an online virtual community environment required.
- Multi-faith respect required; background in spirituality is helpful, but not required.
- The ability to successfully pass a criminal background screen.

Duties and Responsibilities: Member and Prospect Relationship Building

- Update and maintain database of members and prospective members using standards of excellence for consistent data entry developed for Spiritual Directors International.
- Process daily mail, advertisements, memberships and renewals, and educational event registrations while providing excellent customer service and care to all constituents.
- Update website information (webgui and drupal platforms) using creative marketing and SEO standards.
- Receive and address telephone calls and e-mails from seekers, prospects, members, programs, and the public.
- Support and collaborate with team on projects as assigned. Assist team in developing and refining programs to support the SDI global learning community.
- Staff SDI and other conference booths as needed, educating participants about spiritual direction and Spiritual Directors International. Annual travel is required.

Time, Location, Salary, Application Instructions:

- Full-time: M-F, 8:30 a.m. to 5:30 p.m. in Bellevue, Washington.
- Salary range: \$25,000 to \$31,000, depending on experience.
Benefits include: Reimbursement of up to \$150 per month for health insurance after six months of employment, a simple IRA retirement plan, paid time off, free parking, access to public transportation.
- To apply, e-mail your résumé as an attachment to jobs@sdiworld.org. Include a cover letter explaining what attracts you to the position and how your specific people and technical skills would contribute positively to the organization. Please include your minimum salary requirement within your cover letter.