

Member Care Director (Office Manager)

Classification: Exempt

Department: Support Services

Reports To: Director of Support Services

Position Type: Full-Time

Location: Bethesda, MD (In Office)

Position Summary

The Member Care Director provides high-caliber, timely, and dependable service to all members of the National Capital Area Council, so that they remain a member and refer others more readily to benefit from our services to youth and families. The Member Care Director leads the Member Care Team, an omnichannel resource for all members delivering basic and intermediate services to all customers in a clear and streamlined manner. This division will increase cross-functional capabilities, decrease gaps in response time, and allow for human resources to easily be shifted to meet regular and recurring needs of the organization, seasonal focus areas, and emergent changes.

The Member Care Director leads all areas of the team, including training, onboarding, continuing education, workflow, calendar, budget management, and goal completion (on time or ahead of schedule, superior quality of execution).

Primary Responsibilities

The Member Care Director provides leadership to office operations from the Marriott Scout Services center and delivers omni-channel solutions proactively to address the evolving needs of members (external: volunteers, Scouts, the community, internal: staff members in a variety of capacities) in the National Capital Area Council by phone, email, virtual platforms, and in-person support (example: by appointment at the Marriott Scout Service Center) Key areas of support include some regular and recurring activities (daily, weekly) and others that follow an annual cadence (monthly, quarterly) and may include:

- MSSC Operations (Front Desk Services, Room Bookings, Buildings and Grounds, Office Management)
- General Inquiry and Questions about Scouting America and NCAC
- Member Renewal and Unit Renewal
- Training Records
- Advancement Records and Processing

- Certificates of Insurance
- Event Registration and Event Closeouts
- Records Management (First Aid Logs, Short Term NCAP authorization, etc.)
- Supplies: Office Inventory and Ordering/Procurement
- Meeting Support: Set-Up and Preparedness (Internal and External)
- Scouting and NCAC Systems Support and Training
- My.Scouting (volunteer training and records)
- Scoutbook+ (advancement self-service)
- BlackPug Event Management (registration for activities and camps)
- Mail (Incoming, Outgoing) and Receiving (Deliveries, Notification, etc.)
- Limited Retail Ops: Trading Post and Patch Sales, Inventory, Reconciliation
- Customer Satisfaction Surveying (Microsoft Forms, or equivalent)

Qualifications

Education:

- A Bachelor's degree is required
- A project management certificate (PMP or equivalent) is preferred, or the ability to acquire the credential.

Experience:

- Minimum 5 years of experience in a fast-paced customer service/ customer experience environment.
- Ability to lead staff to complete a multitude of priorities across competing deadlines and benchmarks.
- Leadership ability to drive positive interactions with volunteers, change management, and quality control/

Skills:

- Strong communication and interpersonal skills
- Proficiency/mastery in all Microsoft platforms, Jira or a ticketing system, CRMs, and event management software.
- Ability to work independently and collaboratively

Working Conditions

- Typically 40-45 hrs per week, at the MSSC or other office location
- Evening and weekend work may be required.

Pay: \$65,000 - \$68,000 per year

This position operates in a professional office setting and uses standard office equipment including computers, phones, calculators, and multifunction copiers. Work hours are 8:30am to 5:00pm Monday through Friday. Occasional evening and weekend work may be required, along with limited travel.

Must be able to walk, sit, stand, use hands for handling objects, reach with arms, climb stairs, balance, stoop, kneel, crouch, crawl, and communicate effectively. May occasionally lift or move up to 25 pounds. Visual requirements include close, distance, color, peripheral vision, depth perception, and the ability to adjust focus.

Performance Metrics:

- Annual Performance Goals
- Customer Feedback Goals

Other Duties:

This job description is not exhaustive and may be updated or modified at any time. Additional duties, responsibilities, or activities may be assigned as needed to meet the business needs of the National Capital Area Council, including external and internal customers.