

CAMBRIDGE AT HOME -- MEMBER SERVICES ASSOCIATE – PART TIME

JOB DESCRIPTION

Cambridge At Home (CAH) is looking for a talented and dedicated professional who has a genuine interest in enhancing the wellbeing and independence of seniors who are planning to age in their own homes and communities.

The Member Services Associate will be the primary point of contact for CAH's 250 members who are aged 55 and over. The requirements for the Member Services Manager are broad, but the goal is to keep current members engaged and to help recruit new members. This position is part time, namely 3 days/week. Flex time can be arranged.

Applying outstanding customer service, organizational and computer skills, the candidate will:

- Interact by phone or email with members and clients who require services or inquire about membership
- Provide direct assistance to CAH members in the areas of transportation requests, vendor referrals, event registrations, volunteer service requests and other transactions
- Be involved in developing and implementing programs and services for members
- Act as second-in-command to the Executive Director in a three-person office
- Oversee the production of membership materials and monthly newsletter
- Maintain service records for all vendors and members including a year end report
- Coordinate billing for annual member fees
- Maintain membership data base

JOB QUALIFICATIONS

- Bachelor's Degree with relevant customer service experience
- Exceptional personal and communication skills that indicate an ability to interact effectively with the elderly
- Written and oral communication skills critical
- Excellent organizational skills with the ability to multitask
- Strong computer literacy skills (to include word, excel, outlook, and social media)
- Ability to work independently with minimal supervision
- Must be comfortable in an informal, flexible nonprofit organization
- This position reports directly to the Executive Director

OUR MISSION

Cambridge at Home is a nonprofit membership organization that helps older adults lead vibrant, healthy lives in their own homes and neighborhoods. We now serve 250 people age 55 and older living primarily in Cambridge, but also in Arlington, Belmont, Somerville and Watertown. The CAH mission is to create peace-of-mind for our members and help them lead vibrant, healthy lives as they “age in place” in their own homes and neighborhoods. The organization provides its members with social, cultural and educational activities, exercise opportunities, transportation services, volunteer assistance, and access to household and home health services.

Salary is commensurate with experience. CAH offers a comprehensive vacation and holiday schedule along with the opportunity for flextime.

TO APPLY

Please send cover letter and resume to info@cambridgeathome.org