

Member and Community Partner Engagement Coordinator

Job Description:

Missouri Juvenile Justice Association (MJJA) is a statewide not-for-profit, member-driven organization whose mission is “*promoting justice for children, youth, and families.*” MJJA strives to fulfill this mission by providing training and support to MJJA members, juvenile justice and child welfare professionals, law enforcement, and other child and family-serving agencies and partners.

The **Member and Community Partner Engagement Coordinator** will be responsible for creating events, content, and other programming that promote the organization’s goal of building strong partnerships and cooperation among those working within the juvenile justice and child welfare system. They will develop an understanding of what brings value to members, and will guide the organization’s strategy and implementation of programming that builds relationships, educates members about emerging issues and best practices, and encourages a shared vision for the future of children and families. They will also develop campaigns to garner new membership as well as increased attendance at and participation in conferences and training which will involve running social media campaigns or attending conferences to meet potential members and partners. They will report to and work closely with the Executive Director to ensure the organization’s interactions with members is consistent with the priorities and strategic direction set forth by the MJJA Board of Directors. This is a newly created, full-time, benefited position.

Job Responsibilities:

- Grow MJJA membership through marketing campaigns and outreach
- Assist Executive Director in developing member retention communications and strategies
- Assist with the tracking and analysis of membership, engagement
- Build relationships with members, learn about their priorities for participation in the organization, and use that knowledge to develop a strategic plan for engagement programming
- Plan and execute a calendar of in-person and virtual events (meetings, webinars, panels, etc.) that bring together the membership of the organization
- Manage logistics for in-person and virtual training
- Establish a content calendar of blog posts, articles, and web content that showcases the organization's mission, training, conferences, and other events
- Support the Executive Director in prospective board member and leadership team recruitment
- Support new member onboarding by assisting with navigating our resources and events
- Act as an ongoing point of contact for members on participation and administrative matters

- Assist the Executive Director and other staff in planning for conference attendance, developing presentation/panel content, and creating material showcasing MJJA's work
- Work with the Executive Director to develop and implement membership recruitment strategies
- Provide regular data and statistical analysis to the Executive Director regarding recruitment and retention activity
- Provide consistently high-quality customer service to members and prospective members through all forms of communication including: phone, email, letter and face-to-face
- Respond to tasks set by the Executive Director in a timely and effective manner and assist/cover other staff members when required
- Any other duties as may be reasonably expected

Member and Community Partner Engagement Coordinator Requirements and Qualifications:

1. Bachelor's degree
2. 3 years related professional experience (preferably in event planning/production, content marketing and/or member support)
3. Strong written and verbal communication skills and comfortable working in various digital and traditional formats
4. Good customer service skills
5. Proficient in Microsoft Office 365
6. Ideal candidate would also have some familiarity with the juvenile justice and child welfare system in Missouri

Location: Jefferson City, Missouri. Some remote work possible. Must have ability to travel to events and meetings as required.

Salary Range: \$45,560- \$55,960

Applications: Send resume and cover letter to Marcia Hazelhorst, marcia@mja.org by August 2, 2024.

MJJA is an Equal Opportunity Employer