

Service Employee International Union Local 888 Job Posting

SEIU Local 888 - Stronger Together

www.seiu888.org

JOB TITLE: New Member Experience Project Lead

Bargaining Unit: N/A Temporary Position

Service Employees International Union Local 888 unites over 8,500 union members in public services, not-for profit businesses and higher education across the Commonwealth of Massachusetts.

GENERAL DESCRIPTION

The New Member Experience Project Lead reports to the Director of Membership Services and Operations and is responsible for implementing a comprehensive program to ensure that new hires join the union and enhance new members' on-the-job experience.

DUTIES & RESPONSIBILITIES

- Establish "New Member Experience" tracking and accountability systems
- Drive program to ensure chapter leaders sign up new hires to join the union
- Develop relationship with employers to promote membership card collection
- Build member leader and activist tracking protocol in WinMill/Member Portal
- Assist with member retention
- Assist in contract campaigns, contract ratifications and membership card collection
- Assist chapter leaders to develop self-sustaining leadership structures
- Assist Internal Organizers with new member orientations and new hire sign-ups
- Promote Local 888 member benefits
- Assist members to sign up and use Local 888 Member Portal
- Update appropriate Local 888 departments of member/chapter needs (*member drop, Chapter Funds, Benevolent Funds, Education etc.*)
- Assist with member communication (*Member Portal, Web Calendar, Facebook and Hustle etc.*)

EDUCATION & EXPERIENCE

- Associate degree, previous or current membership in Local 888 or relevant prior working experience
- Prior training experience preferred
- Driver's license and own functional vehicle
- Database skills, especially knowledge of VAN and WinMill databases
- Computer skills and knowledge of office software packages (MS Word, MS Excel and MS Access, etc.)

KEY COMPETENCIES

- Organizing, prioritizing, managing multiple and competing demands
- Attention to detail and high level of accuracy
- Integrity and strong problem-solving skills
- Decision making and good judgment
- Adaptability and initiative
- Information gathering and monitoring
- Communication skills and Information management skills
- Stress tolerance
- Teamwork and collaboration
- Commitment to improving the lives of working people

WORKING CONDITIONS

- May be required to work irregular hours, work on weekends and holidays, and travel as needed.
- Must have a valid driver's license and reliable functioning automobile.

COMPENSATION

- 100% employer paid health insurance, short and long-term disability and dental/vision
- 100% employer paid pension based on percentage of base salary
- Vacation time, holidays, sick, and personal days
- Car allowance and cellphone allowance