The MRSC Rosters Program Coordinator oversees customer service, administration, communication and outreach of the MRSC Rosters service. MRSC Rosters is the only directory that connects businesses with over 600 public agencies in Washington State. Participating agencies contract with business members for small public works projects, consulting opportunities, and goods and services. A successful candidate must be interested in connecting businesses to local government contracting opportunities and display outstanding customer service skills. Our ideal candidate will have experience working with small, diverse businesses and local government staff.

This position is based in Seattle with the option of up to 100% remote work from a home office within Washington State with the exception of occasional travel and team-building events.

PRINCIPAL DUTIES

Program Management
- Respond to customer service requests from local governments and businesses
- Maintain MRSC Rosters membership, database, and website
- Track revenue and monitor program budget
- Collaborate with MRSC legal and policy staff to align program with current and relevant legislation.
- Develop programmatic improvements and efficiencies

Communications and Outreach
- Coordinate outreach with customers through various marketing avenues
- Develop and present informational webinars for customers and partners
- Promote MRSC Rosters program by attending outreach events, conferences, procurement forums, etc.

Strategic Planning
- Collaborate with MRSC’s Executive Director and Finance/Administrative Manager to meet strategic goals of the program
- Formulate and manage annual workplans and program calendars
- Collect and analyze customer feedback and satisfaction surveys to inform strategic initiatives

REQUIRED QUALIFICATIONS
- Bachelor’s degree in a relevant field, and minimum of 2 years relevant experience, or a combination of related education and experience
- Computer proficiency in MS Office Suite, including Excel
- Strong background in customer service and/or customer relationship management
- Comfortable with leading trainings and presentations
- Exceptional organizational skills and attention to detail

PREFERRED QUALIFICATIONS
- Interest in Washington Purchasing and Contracting processes
- Previous experience working with small, diverse businesses and Washington State local governments
- Experience with customer relationship databases, such as Salesforce, and website platforms, such as WordPress
COMPENSATION AND BENEFITS. The salary range for this position is $58,000 to $72,000 depending on qualifications and experience. In addition to a rewarding work environment, MRSC offers excellent benefits including:

- 7.5% Retirement Plan Match
- 11 Paid State Holidays plus 2 Floating Holidays
- Generous Paid Vacation
- Paid Sick Leave
- Wellness Incentive
- 100% Dental and Vision Premium for Enrolled Employees
- Optional Flexible Spending Account
- Orca Card Transit Pass
- Home Internet Reimbursement
- Home Office Setup Allowance

ABOUT MRSC. MRSC is a private nonprofit organization devoted to empowering local governments in Washington State to better serve their communities. We support effective local government through trusted consultation, research, training, and collaboration. We have an outstanding reputation for providing reliable, unbiased, trustworthy advice and information. We answer questions, collaborate with partner organizations, convene stakeholders, and disseminate information on featured practices and emerging issues.

MRSC’s TEAM. Our 26-person team includes attorneys, policy and financial experts, local government professionals in planning and public works, communications specialists, program and accounting administrators, and information technology staff. We work on a collaborative basis.

INCLUSION: Our mission is best advanced by the leadership and contributions of individuals of diverse backgrounds, beliefs, and culture. We encourage applicants from all cultures, races, colors, religions, sexes, national or regional origins, ages, disability status, sexual orientation, gender identity, military, protected veteran status, or other status protected by law.

TO APPLY: Please submit a letter of interest and resume to Aimy Enriquez at aenriquez@mrsc.org. by 4:00 p.m. June 2nd for first review. This position is open until filled.