The Municipal Research and Services Center (MRSC), a nonprofit located in Seattle, seeks a full-time program support coordinator to join its administrative team. Under the general direction of the finance and administrative manager, this position is primarily responsible for providing administrative services to professional associations and the MRSC Rosters Program. Coordination duties include, but are not limited to, member services and conference support, customer service, and office coordination.

This position is based in Seattle with the option of 80% remote work from a home office within Washington State. This position requires a presence in the Seattle office once a week and other occasional in-person duties for conference support.

**PRINCIPAL DUTIES**

(50%) Washington State Professional Association Support

- Membership services:
  - Maintain familiarity with activities and respond to requests for information
  - Broadcast e-mail announcements to membership as requested by board members, committee members, and others
  - Maintain association websites, listservs, online membership directory and membership database on the Cvent website
- Conference support:
  - Administer online registration for conferences and events
  - Respond to daily inquiries concerning the conference
  - In partnership with internal staff, reserve site, negotiate final contract terms, and plan for meals, facilities, equipment, etc. with venue staff
  - Coordinate and prepare conference packets, speaker materials including final agenda, pre-registered attendees list, badges, sponsor handouts, conference app, and posters
  - Attend conferences to support on-site registration, logistical needs, and troubleshoot issues

(40%) Roster Program Support

- Customer service to businesses and agencies via telephone and email
- Verifies and updates information collected in roster database twice a week

(10%) Office Coordination

- Routing incoming calls and emails to appropriate staff
- Process incoming and outgoing mail, including logging incoming checks for MRSC and professional associations
- Assist various internal staff with projects such as program provisions, setting up and facilitating internal meeting needs
- Manage inventory and order supplies
- Coordinate with property management for service requests
- Special projects as assigned

**DESIRED QUALIFICATIONS**

- Minimum of two years of prior professional communications/outreach/event coordination experience, preferably at a governmental, nonprofit, educational, or research institution, or a combination of related education and experience.
- Excellent customer service skills
- Ability to communicate well with people in all levels of the organization
• Experience with Microsoft Office programs
• Exceptional organizational skills and attention to details
• Able to work well independently and as part of a team
• Willing and able to learn new technology tools and programs quickly
• Ability to prioritize tasks and adapt to varying workloads

COMPENSATION AND BENEFITS. The salary range for this position is **$46,000 to $57,000** 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.

ABOUT ROSTERS. MRSC Rosters is the only directory that connects businesses with over 500 public agencies in Washington State. Participating agencies contract with our business members for small public works projects, consulting opportunities, and goods and services. This position is responsible for customer service inquiries from our Rosters program.

TO APPLY. Please submit a letter of interest and resume to Aimy Enriquez at aenriquez@mrsc.org. This position is open until filled. To be considered for the first review, please submit materials by 5:00 PM on Thursday, May 19, 2022.