

National End-of-Life Doula Alliance
Business Manager Position Description

GENERAL RESPONSIBILITIES

1. Board Governance:

- Work with the Board to fulfill the organization's mission.
- Responsible for communicating effectively with the Executive Committee of the Board and providing, in a timely and accurate manner, all information necessary for the Board to function properly and to make informed decisions.

2. Financial Performance and Viability:

- Communicate effectively with the Treasurer regarding membership dues for fiscal management.

3. Organization Mission and Strategy:

- Oversee and implement appropriate resources to ensure that the operations of the organization are appropriate.
- Responsible for effective execution of NEDA's administrative operations.
- Responsible for signing agreements, and other instruments made and entered into and on behalf of the organization, as identified by the Board, in support of NEDA's operations.

ACTUAL JOB RESPONSIBILITIES

- Execute all areas of membership including new memberships, renewals, cancellations, and general questions.
- Oversee operational aspect of NEDA Proficiency Assessments and serve as liaison with the testing platform.
- Provide pre and post administrative support for NEDA webinars.
- Provide website edits and maintenance, as needed
- Provide exceptional customer service via email and serve as the main contact for NEDA members

- Respond to general email inquiries and direct to appropriate Board members as needed.
- Assist in establishing a system for administrative policies and standard operating procedures for all functions of NEDA.
- Responsible for payment of the yearly fees for the platforms used by NEDA: (ProPay, Mailchimp, Solutions URL, ClassMarker, Zoom, Vimeo, etc.)
- Assist committee chairs with operational matters, if needed
- Participate in strategic planning, if requested.
- Participate in planning and operation of annual budget, if requested.
- Support NEDA's mission and vision in communicating to the organization's constituents and the public.
- Establish and maintain relationships with various organizations and utilize those relationships to strategically enhance NEDA's Mission.
- Other duties as assigned by the Board of Directors.

PROFESSIONAL QUALIFICATIONS NEEDED

- A bachelor's degree and/or three or more years of experience in non-profit management and leadership experience.
- Proficiency with the following platforms: Little Green Light, ProPay, Mailchimp, Facebook, Zoom, and Vimeo
- Transparency and high integrity in leadership style. Strong work ethic.
- Ability to work independently; Solid organizational skills
- Strong customer service skills
- Strong written and oral communication skills
- Experience and skill in working with a Board of Directors.
- Strong technical and data management skills.