ConnectNY (CNY) is a consortium of independent academic institutions in New York State which shares collections, leverages resources, and enhances services through cooperative initiatives and coordinated activities. CNY is hiring a part-time (25 hours per week) Member Services Coordinator. The hourly rate is $25/hour. The new employee will work remotely and report to the Executive Director. Please send a cover letter, resume, and a list of three references to Pamela Jones, Executive Director, at pjones@connectny.org by March 1, 2022 to be considered for the position.

CNY (ConnectNY), Inc. Job Description

Member Services Coordinator

The Member Services Coordinator reports to and is evaluated by the Executive Director. The person in this position will work energetically to promote collegial communication and build a sense of community across the member institutions through the development of channels of communication and events to engage employees at member libraries. The Member Services Coordinator position is a remote, part-time position.

Responsibilities

- Serve as primary CNY liaison to member libraries regarding services and programs.
- Provide support for resource sharing activities across ConnectNY.
- Maintain CNY website.
- Write CNY news items.
- Assist in planning and promotion of CNY events, serving as CNY liaison about these events.
- Provide support for Committees of the Board and Committees of the Corporation as assigned by the Executive Director.
- Assist Executive Director with daily operation of CNY as assigned.
- Special projects and other duties as assigned.

Qualifications:

- Solid understanding of academic library services, and enthusiasm for creating excellent experiences in both physical and virtual environments for all library patrons.
- Minimum of two (2) years working in an academic library setting or in a higher education consortium.
- Minimum education level with experience as required above: Bachelor’s degree. Preferred education level with experience as required above: Master’s degree.
- Demonstrated ability to provide customer service.
- Ability and desire to interact with a diverse higher education community of library employees at all levels.
- Experience promoting library services.
- Experience creating promotional materials.
- Experience with website authoring technology, preferably Word Press.
- Knowledge of public relations, marketing/outreach techniques and stakeholder relations (needs assessments, community analysis, publicity, and display/exhibit techniques).
- Experience working with resource sharing tools (ILLiad, Tipasa, INN-Reach, ReShare) is preferred.
- Ability to plan, manage, and oversee multiple projects, meet deadlines, and prioritize work in alignment with the strategic goals of CNY.
- Ability to work both independently and collaboratively in a collegial environment and maintain positive working relationships across the organization.
- Demonstrated ability to communicate effectively in multiple formats to diverse audiences.
- Must be able to adapt to changing organizational priorities and to ever-changing technological environments.
- Strong working knowledge of Google Workspace, Canva, Zoom and Microsoft Office Suite.