



## MEMBER SERVICES SPECIALIST

NICARAGUA NONPROFIT NETWORK

**Position Title:** Member Services Specialist

**Location:** Virtual

**Duration:** 3-5 hours per week

### **Organization Background:**

*NNN is a free-to-use social platform and network for NGOs, government organizations, and volunteers doing development work in Nicaragua. NNN was created to promote collaboration and resource-sharing among nonprofit entities with similar goals. We accomplish this through:*

- Providing a secure networking website where organizations can share about themselves and search for potential partners
- Sharing relevant news, job postings, success stories, and other pertinent information through Facebook and on the website
- Hosting networking events
- Conducting research to benefit NNN members

### **Position Summary:**

*The Member Services Specialist will coordinate networking events and seek out and publish pertinent Nicaragua travel information for our members. This role is crucial to the NNN mission because much of our value derives from being able to start conversations among organizations, encourage participation, and answer common questions that we receive from membership.*

The Member Services Specialist will be responsible for coordinating periodic (primarily virtual) networking events for NNN members and responding to member inquiries and identifying helpful information regarding nonprofit work in Nicaragua that we can publish on our website. This role involves the ability to conduct travel research, make and maintain local connections, and periodically ensure that all published information is reliable and up-to-date. The person in this role will have a lot of flexibility in terms of the types of events we will host and how they are structured, so experience participating in and facilitating virtual events is a plus.

### **Responsibilities:**

- Creates and coordinates a variety virtual and in-person English and Spanish networking events (virtual for now) to include
  - Meet-and-greets; Webinars/Workshops; Panel discussions; Operations problem solving
- Responsible for hosting the events (possibly facilitating occasionally)
- Responsible for finding speakers (and determining budget for them), sending out invitations, and collecting feedback at the end of each session to help guide future sessions
- Creates and maintains list on the NNN website of in-country partners and resources to help traveling NGOs including (similar to lonely planet but more-specific to NGOs):
  - Hotels/Hostels in each department; Vetted interpreters; Vetted trip coordinators; Vetted NGO-registration help
  - Cultural exchange opportunities (speaking English with students at universities; opportunity to visit and observe at local hospitals, schools, farms, etc.)

### **Requirements:**

- Experience with international travel
- Cultural Sensitivity and Awareness
- Organization skills and attention to detail
- Ability to work independently
- Experience coordinating virtual events preferred
- Customer service experience preferred
- Fluency in written Spanish preferred

**If interested in this position, please send an email to [sezen@nicaraguanonprofitnetwork.org](mailto:sezen@nicaraguanonprofitnetwork.org)**

*In Subject Line, please write "NNN Data Analyst"*