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UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Specialist, Osher Lifelong Learning Institute
DIVISION: Academic Affairs (Gerontology)
REPORTS TO: Coordinator, Osher Lifelong Learning Institute
GRADE: 5
SUPERVISES: Student interns and office volunteers

BASIC FUNCTION:

Under the supervision of the Coordinator, Osher Lifelong Learning Institute, the Specialist is responsible for assisting in the development and administration of a comprehensive member relations plan, and for administering the Osher Lifelong Learning Institute registration management software and Website.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Coordinate all member relations procedures, recruitment, sales, orientations, renewals, communication, and exit interviews.

Provide monthly statistical reports related to membership.

Develop and administer the Member Satisfaction Survey and focus groups.

Implement internal and external marketing and publicity plans.

Coordinate all Osher Lifelong Learning Institute membership special events.

Serve as staff liaison with both the membership and volunteer committees.

Supervise student interns and office volunteers.

OTHER DUTIES AND RESPONSIBILITIES:

Perform additional duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers and printers; word processing and spreadsheet software; registration management and Web software.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree in human services, business or other relevant field; two years of professional experience in working with and supporting volunteers; demonstrated successful track record in project management; demonstrated excellent communication skills, both written and oral; demonstrated excellent organizational and interpersonal skills; demonstrated ability to work with diverse groups; demonstrated ability to work independently, as well as collaboratively as part of a team; demonstrated proficiency with Microsoft Office applications (Word, Excel, and PowerPoint); demonstrated familiarity with Website software; demonstrated ability to organize, coordinate and supervise student interns and volunteers.

PREFERRED: Demonstrated ability to work with active older adults; demonstrated experience in community development and group work processes; demonstrated familiarity with operating budgets and financial analysis; demonstrated familiarity with registration management software (e.g., Regonline).

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.