



Center for Family Life in Sunset Park

Sponsored by SCO Family of Services

JOB ANNOUNCEMENT – December 2016
Cooperative Development Assistant, Permanent Full Time Position
For the Center for Family Life's
Cooperative Development Program (CDP)

The Center for Family Life in Sunset Park promotes and supports the founding of cooperative businesses as part of our community development initiative. Our mission is to provide support and consultation services to worker-owned cooperatives based on principles of social justice, equality, and democracy. We help develop cooperatives that focus on fair wages, safe working conditions, and respect for the environment. Under the auspices of our Cooperative Development Program, we have partnered with community members and incubated over a dozen worker cooperatives since June 2006. We train other Community Based Organizations in cooperative development, and consider ourselves to be a highly collaborative team. Our work has received recognition and support from many private and government entities, and we work to grow and expand the worker cooperative movement.

A successful Cooperative Development Assistant would have:

- Good organizational and interpersonal skills; demonstrated ability to communicate clearly and professionally, both verbally and in writing;
- Experience in customer service or help desk capacity;
- Bilingual Spanish/English skills (required);
- Basic computer skills including work with Microsoft Office, and e-mail at a proficient level;
- Able to manage customer relationship management databases;
- Ability to learn quickly and be interested in developing a variety of new skills; be able to manage multiple tasks and meet deadlines; have the ability to work both autonomously and in a team;
- Ability to effectively engage with cooperative members and customers;
- A strong interest and willingness to learn about worker-cooperative business development, community organizing and/or worker/immigrant rights;
- Entrepreneurial/Business skills a plus.

Responsibilities will include:

Back-office Coordinator:

- Serve as the back office coordinator for worker cooperative businesses in industries including child care and elder care.
- Maintain member and clients records, answering customer calls and emails and matching members with jobs within allotted times.
- Develop client and business reports for the worker coops on an ongoing basis.
- Send client invoices, track payments, support with administration of payments to members.
- Support with general back office administration.

- Work in a sales capacity, converting client inquiries into secured jobs.
- Meeting with and reporting to Office Committee of each cooperative.
- Onboarding and training new cooperative members, including support with resume preparation, introduction to cooperative contracts, and job roster.

Cooperative Development Support:

- Coordinate and complete data entry to comply with progress reports and grant reports for private foundations and public funds.
- Collaborate with the Cooperative Developers in training and meeting preparation.
- Covering the front desk of the Adult Employment and Cooperative Development Program in the absence of the receptionist, greeting clients, answering and directing calls.

Project Coordination:

- Manage logistics for events and special projects in the Cooperative Development Team.
- Speaking at public events, trainings and conferences about work with cooperatives, as needed.

Other tasks will be assigned based on project needs.

Geographic Location: Sunset Park, Brooklyn, New York.

Supervision: The Cooperative Development Assistant will report to the Co-Directors of Cooperative Development. Ongoing supervision will be provided.

Hours: Permanent Full Time, 35 hours/week. Schedule varies week to week. Occasional evening or weekend meetings.

Languages: Able to write, read and speak fluently in Spanish and English.

Qualifications:

- B.A. degree preferred.
- Customer service experience is preferred.
- **Must be a strong verbal and written communicator in English and Spanish.**
- Experience with media, and communications messaging a plus.

Salary: \$15/ hour plus full benefits package.

Application Process:

Applicants for the Cooperative Development Assistant position should submit their full resume along with a cover letter by email to Emma Yorra and Maru Bautista, Co-Directors of Cooperative Development, at eyorra@cflsp.org and mbautista@cflsp.org. Subject line should include: "Cooperative Development Assistant position." *Applications without the required documents will not be reviewed.*

Applications will be reviewed on a rolling basis until position is filled. NO PHONE CALLS PLEASE.

The Center for Family Life, which is a program of SCO Family of Services, is an equal opportunity employer. Women, people of color, LGBTQI identified people and people with disabilities are strongly urged to apply.