



## Member Coordinator

As a Member Coordinator for the DLC, you play an important role in facilitating and maintaining positive relationships with members, partners, and stakeholders. Your primary responsibility will be to ensure member satisfaction and engagement, as well as to support the DLC's member programs. You will act as a liaison between the organization and our members, managing communications, resources, data access and education programs.

The DLC team is smart, passionate, and dedicated to the organization's and our teammates' success. We work with integrity, prioritize collaboration, are committed to diversity, and work for a positive environmental impact.

We offer a fast-paced and supportive work environment, competitive salary and bonus structure, and benefits including paid time for volunteer work. The DLC is committed to an organizational culture of non-discrimination and equal opportunity for all employees and qualified applicants and minority candidates are encouraged to apply.

**Resume with a cover letter should be submitted to:**

Stephen White, Chief Operating Officer

[swhite@designlights.org](mailto:swhite@designlights.org)

No phone calls please.

### About the DLC:

The DesignLights Consortium (DLC) envisions a net zero future where lighting controls and integrated building systems enable energy savings, decarbonization, and sustainability for all people and the environment. We are an independent non-profit organization.

The DLC is a consortium built on the expertise of our team, our efficiency program members, and our industry stakeholders. Together, we're driving product performance and consumer trust to save energy, improve quality, and make a positive climate impact worldwide.

The DLC has successfully helped to advance high-performance lighting for more than 10 years to realize significant reductions in commercial building energy and substantial gains in energy efficiency with lighting technology.

The DLC develops, manages, and publishes specifications for LED lighting, horticultural lighting, and networked lighting controls, as well as for responsible light at night, which are referenced in energy efficiency programs and policies across North America. Our mission is to provide decision-makers with data and resources on quality lighting, controls, and integrated building systems to reduce energy, carbon, and light pollution.

## **Primary Responsibilities:**

### **Member Engagement and Relationship Management**

- Develop and manage relationships with members, understand their unique needs and objectives.
- Foster community and collaboration among members, encourage participation in meetings, attendance at events and webinars.
- Serve as the main point of contact for members.
- Plan and facilitate meetings and communications with members.
- Manage the onboarding of new and existing members.
- Maintain accurate member records and contact information.

### **Program Development and Management**

- Work with the Strategic Engagements Lead to manage annual member services program, including the fee schedule and program materials.
- Track DLC program use in the utility efficiency program industry.
- Develop and drive towards both short and long-term objectives, ensuring high levels of mission impact and member satisfaction with the services rendered.
- Work with the Communications team to develop and distribute information resources such as newsletters, industry events, and pilot programs and tools.

### **Support Business Activities**

- Actively participate in business planning activities from revenue projections to cost estimation and resource needs.
- Generate reports and analyze data on member satisfaction, participation, and engagement.
- Gather feedback from members on areas for improvements and enhancements to programs and services.
- Collaborate with Strategic Engagements Lead to develop plans for member retention and growth.

### **Qualifications**

- Experience in member relations, customer services or stakeholder management
- Knowledge of the energy efficiency industry
- Strong written and verbal communications skills

- Program Coordination experience, including development, & budget management
- Ability to work independently and as an informed member of the team
- Detail oriented and organized
- Willingness to travel a few times per year.

### **Personal Characteristics**

The Member Coordinator should demonstrate competence in some or all of the following:

- **Ethical Behavior:** Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Communicate Effectively:** Communicate thoroughly and in a timely manner using appropriate and effective communication tools and techniques.
- **Creativity/Innovation:** Develop ways to problem solve and to create new opportunities.
- **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information, and activities.