



## Member Services Specialist

Reports to: Member Services Director

Work Week/Location: 40 hours, M-F; Jefferson City Office/Hybrid Remote  
Employment Classification: Salaried, Exempt - Administrative

### Primary Responsibilities

The MOCADSV Member Services Specialist is responsible for the planning, development, provision and evaluation of training and intensive problem-solving (technical assistance) for those seeking MOCADSV's assistance. The position primarily focuses on training and technical assistance related to advocates working with survivors of domestic and sexual violence, program policy and organizational development, and the development of strategies for advocating within communities.

### Essential Functions

#### Service to Members and Others Seeking Assistance

1. Assist members and the general public with a wide variety of requests for MOCADSV technical assistance (intensive problem-solving), training, agency and program development, research and data.
2. Assist member agencies on developing and implementing procedures and standards for best practices.
3. Provide members and the general public with referrals and resource materials upon request.
4. Facilitate MOCADSV regional and statewide events as assigned.
5. Receive requests through a number of MOCADSV's communication media; analyze requests, provide information requested, or route the request to the proper person.
6. Develop, in collaboration with other MOCADSV staff, relevant curricula and training materials, or other written, audio- or visually based educational content, regarding mission-related content. Responsibilities include development, revision, facilitation, and evaluation. Conduct trainings as assigned. Assist in the development of curricula and online learning services.
7. Address complaints regarding the operations of member agencies or state contracted providers.

#### Collaborate

1. Participate as directed and assigned to various committees and workgroups
2. Analyze existing activities of other states to assist in the development of new programs and curricula.
3. Participate as assigned in national, statewide, regional or community projects, and provide recommendations based on MOCADSV's public policy and strategic efforts.

#### Research

1. Conduct research to provide technical assistance and programmatic development on topics related to MOCADSV's mission and member needs. Assist with the collection of field-related statistics and compile reports for MOCADSV distribution and use.
2. Assist with the collection and quality assurance of Monthly Services Reports (MSRs) and Outcomes.

#### Advance the Organization

1. Ensure ongoing quality services as well as meaningful connection to members, service providers, and collaborative partners.
2. Contribute to a work environment that allows team members to be innovative and creative and exercise their abilities and skills.
3. Support and recommend ideas for the expansion of MOCADSV's reach and influence in order to achieve the mission of MOCADSV.



This job description in no way states or implies that these are the only duties to be performed by this employee. They will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.

June 2025

4. Act as liaison with government entities and non-government organizations. Develop and improve relationships with MOCADSV members, government and non-governmental agencies, and community partners.
5. Contribute to the development and revisions of the organization's policies and procedures.
6. Other duties as assigned.

#### Qualifications of the successful Member Services Specialist

- A working knowledge and practical experience in providing direct victim services. A minimum of 4 years of field-related experience is required.
- Understanding of statewide membership organizations and government relations.
- Ability to build and maintain relationships with a wide variety of people and agency providers.
  - Ability to implement a vision, manage projects, think strategically, focus on details, exercise good judgement, evaluate, incorporate best practices, get results, and lead others. Additional skills in planning and bringing groups of people together over a shared idea or task is preferred.
- Excellent oral and written skills are required.
- Commitment to the future success of MOCADSV.

#### Working Conditions

- Forty (40) hour work week, extended hours may be required to meet deadlines. Some evenings and weekends may be required based upon business demand.
- Regular use of computer equipment required. Requires travel to customer locations both in/out of town.
- Employee may be exposed to outdoor environments and may not be protected from weather conditions.
- Employee may be exposed to moving mechanical parts, moving vehicles, or electrical current. The noise level in the work environment may be of sufficient noise to cause the employee to be distracted.

#### Physical Requirements

- Standing or sitting for long periods.
- Must have ability to travel to member program sites using a personal vehicle, safely, maintaining proper licensing and insurance coverage, and following company policy.
- Ability, on a consistent basis, to perform work activities requiring cooperation, instruction, persuasion, or speaking with others.
- Ability to communicate effectively in person, on paper and by telephone with customers.

#### Personal Characteristics

The successful individual will demonstrate the following:

**Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.

**Behave Ethically:** Understand ethical behavior and business practices and ensure own behavior and that of others are consistent and in align with the values of the organization.

**Mission Focused:** Support the mission of the organization as it works to end rape and abuse for all.

**Build Relationships:** Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization.

**Respect:** Demonstrate respect for individual difference and ability to evaluate perspectives, values, and action that may impact interactions with others, with a commitment to creating a welcoming and supportive environment.

**Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.



This job description in no way states or implies that these are the only duties to be performed by this employee. They will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.

June 2025

**Focus on Client Needs:** Anticipate, understand, and respond to the needs of customers to meet or exceed their expectations.

**Organizational skills:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information, activities.

**Technological Aptitude:** Use software applications and maintain skills necessary to effectively perform key responsibilities through use of programs used by organization

## MOCADSV Member Services Specialist

---

Job description approved by: \_\_\_\_\_

Date approved: \_\_\_\_\_

Reviewed and received by employee: \_\_\_\_\_

Date: \_\_\_\_\_



**mocadsv**  
Missouri Coalition Against  
Domestic and Sexual Violence

This job description in no way states or implies that these are the only duties to be performed by this employee. They will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.

**June 2025**