



Golden Gate Audubon Society Job Announcement

Membership Manager

Position Title: Membership Manager
Employee Payroll Status: Full-time Permanent
Reports to: Executive Director
Location: Berkeley, CA

[Golden Gate Audubon](#) engages people to experience the wonder of birds and to translate that wonder into actions that protect native bird populations and their habitats. Founded in 1917, we are one of the oldest and most respected conservation organizations in the Bay Area. Golden Gate Audubon is an independent non-profit, affiliated with the National Audubon Society.

We accomplish our mission by connecting people of all ages with birds and the natural world, conserving and restoring habitat, and engaging Bay Area residents in the protection of our shared, local environment. Golden Gate Audubon has over 7,000 members in San Francisco and the East Bay, an active Board of Directors, and a staff of six who mobilize over 2,000 volunteers each year.

The Position

The Membership Manager works closely with the Executive Director and Deputy Director to solicit contributions from members and mid-level donors and to manage a database of fundraising and membership information. This position is the primary owner of our CRM software, NEON, works closely with Quickbooks, and is the main contact person for all member inquiries. This position is based in our office in Berkeley, CA.

Duties and Responsibilities

Database Management:

- Manages database to support high-quality relationships, funding management, and knowledge sharing

- Daily maintenance of database, including gift processing, contact management, and troubleshooting errors
- Prepares reports on annual fund progress and special appeals
- Prepares donor lists for all reporting, donor wall updates, and annual reports

Annual Fund & Membership:

- Oversees the production of membership and annual fund mailings, including summer appeal, end-of-year appeal, and others
- Prepares mailing lists and email lists for annual appeal, and membership drives
- Manages relationships with printer and mailing house to ensure timely delivery
- Coordinates membership application and renewal process including determining membership level and setting up all database records
- Recruits and welcomes new members, ensures member renewals, and encourages members to upgrade their level of membership
- Serves as main contact for all membership inquiries
- Enters gifts into database
- Maintains acknowledgment of gifts
- Creates regular comparative reports on donations and memberships

Fundraising Events and Donor Stewardship:

- Assists in all aspects of membership and fundraising events
- Assists with all donor stewardship events
- Assists with other events related to donors and Board of Directors

Other:

Other duties as assigned

Qualifications

- Bachelor's degree or equivalent
- 1-2 years of database management or customer service experience, preferably in a non-profit environment
- 1-2 years of experience in a non-profit development office
- Demonstrated ability to manage and maintain data with accuracy and thoroughness
- Proficient with data entry, data report writing, queries, and exports
- Excellent computer proficiency including Google Suite, MS Office Suite (Word, Excel, Powerpoint), and experience with CRM software (Neon, Salesforce)
- Excellent communication and writing skills
- Demonstrated ability to manage and complete multiple tasks in a busy environment

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2530 San Pablo Avenue, Suite G Berkeley, California 94702 phone 510.843.2222

fax 510.361.0140 web www.goldengateaudubon.org

- Ability to work with minimal supervision and independently motivated
- Attention to detail and ability to organize data, schedules, tasks, and projects

Additional Desirable Qualifications

- Direct experience in working with a non-profit membership organization
- Experience with Neon, CRM
- Familiarity with business applications for social media
- Experience with email marketing programs such as MailChimp or Vertical Response
- Spanish, Mandarin or other language proficiency is a plus but not essential

Critical skills

- Computer skills – should be comfortable accessing and organizing information, and using relevant programs on one or more operating systems
- Data entry – should have experience with data entry processes and understand best practices
- Attention to detail – this role requires a high level of attention to detail to ensure that data is correctly entered and secured and that it's accessible by authorized personnel. Must also pay close attention when verifying data
- Time management – this role requires excellent time management, since multiple on-going projects require moving from task to task throughout the day
- Communication skills – effective verbal and written communication skills are vital in this role, particularly when providing assistance to members, preparing reports, and engaging with other staff members

Compensation and Benefits

Salary ranges from \$62,000 - \$66,000 per year, depending on experience. This is an exempt position. Benefits include fully covered health and dental insurance and ongoing retirement benefit through a SIMPLE IRA.

Golden Gate Audubon is an equal opportunity employer. People of color, women, people of all sexual orientations, and those with diverse backgrounds are strongly encouraged to apply. Our staff and board value diversity and are committed to respect and inclusiveness.

Send a resume and cover letter to jobs@goldengateaudubon.org. The anticipated start date is October 1, 2022.

Posting date: August 12, 2022

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