***Membership Manager***

Position Title: Membership Manager

Employee Payroll Status: Full-time Permanent

Reports to: Director of Communications

Location: Berkeley, CA

[Golden Gate Audubon](http://goldengateaudubon.org) 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 the greater Bay Area, 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 reports to the Director of Communications to solicit contributions from members and mid-level donors and manage a database of event, 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:

* Manage database to support high-quality relationships, funding management, and knowledge sharing
* Ensure smooth integration of Neon and website, including periodic updates
* Prepare reports, lists and other analytics from Neon including; mailing lists for development and communications and donor lists for reporting/donor wall/annual report.

Annual Fund & Membership:

* Coordinate membership application and renewal process and set up all database records
* Create and maintain fundraising campaigns and forms.
* Recruit and welcome new members, ensure member renewals and encourage members to upgrade their level of membership
* Serve as the main contact for all member/donor inquiries
* Manage member surveys and other constituent research.
* Enter gifts into the database and maintain acknowledgment of gifts
* Manage deposits.

Events

* Create and maintain events in Neon
* Support event registration and process payments and refunds
* Prepare reports on event participation
* Coordinate and support Travel with GGAS program
* Assist in all aspects of public, member and fundraising events

Communication

* Support Social Media outreach efforts
* Support communications committee
* Recruit and cultivate contributors to print and online publications
* Manage and track permissions for images and other content
* Curate Golden Gate Audubon’s collection of images, including acquiring new images and ensuring that all images are properly credited.

Other:

Other duties as assigned

Qualifications

* Bachelor’s degree or equivalent
* 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
* 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
* 1-2 years of database management or customer service experience
* 1-2 years of experience in a non-profit development office
* Experience with Neon or other CRM
* Familiarity with business applications for social media
* Experience with email marketing programs such as MailChimp
* Spanish, Cantonese, 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 ongoing 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 $58,000 - $62,000 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](mailto:jobs@goldengateaudubon.org). The anticipated start date is November 14, 2022.

Posting date: August 12, 2022