



Golden Gate Audubon Society Job Announcement

Membership Coordinator

Position Title:	Membership Coordinator
Employee Payroll Status:	Full-time Permanent
Reports to:	Director of Development
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 coordinator works closely with the Director of Development to develop and implement Golden Gate Audubon's new strategic membership plan which seeks to double membership over the next three years. This position is the primary owner of our CRM software, NEON, and the primary contact person for all member inquiries. This position is based in our office in Berkeley.

Duties and Responsibilities

- Serve as main contact for all member inquiries
- Coordinate membership application and renewal process including determining membership level and setting up all database records
- Maintain member data system to ensure accuracy and completeness of member information
- Work closely with marketing and fundraising to continually inform members of services and benefits

- Produce membership mailings and assist with electronic communications
- Process donations and earned income including acknowledgement of gifts
- Working with development director, recruit and orient new members, ensure member renewals, and encourage members to upgrade their status
- Prepare regular reports for staff and Board of Directors on membership retention, growth and change
- Collect, analyze, and report on member feedback
- Assist with and support membership events

Qualifications

- Bachelor's degree or equivalent
- 1-2 years of development or customer service experience, preferably in a non-profit environment
- Demonstrated ability to manage and maintain data with accuracy and thoroughness
- Excellent computer knowledge including Google Suite, MS Office Suite (Word, Excel, Powerpoint), and experience with CRM software

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

Compensation and Benefits

Salary range from \$45,000 - \$48,000 per year, depending on experience. This is a non-exempt position. This position includes health and dental insurance and a SEP 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.

To Apply

Send a resume and cover letter to jobs@goldengateaudubon.org.

Posting date: June 11, 2021

GOLDEN GATE AUDUBON SOCIETY

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