



MEMBERSHIP ASSISTANT

JOB DESCRIPTION

REPORTS TO: MEMBERSHIP AND DATABASE MANAGER

MARCH 2009

I. BASIC FUNCTION OR PURPOSE OF THE POSITION:

This position's primary focus is data entry, specifically gift processing and entering up to date information about the League's members into Raiser's Edge. Provides back-up for Membership Coordinator as customer interface for requests from donors and prospective members. Provides administrative support to the development department and assists with events and special projects as needed.

II. ESSENTIAL FUNCTIONS:

Gift Processing & Data Entry

- Performs the daily entering of gifts and preparation of receipts and acknowledgements, including front door, lock box, and credit card donations.
- Files all membership gift records, and batch reports for front door lock box donations.
- Ensures the accurate and timely entering and acknowledgement of all gifts.
- Acknowledges all Annual Fund gifts within 48 hours of receipt and coordinates appropriate personal acknowledgements.

Membership Coordinator Support

- Responds to members' inquiries so as to maintain positive member relations.
- Responds to all inquiries from potential League members.

Credit Cards

- Coordinates with the credit card companies via telephone for authorizations, holds, declined cards, etc.
- Follow-up with donors on invalid and declined cards
- Implements the Evergreen Society program of monthly credit card donations

Additional Support

- Handles stamping and mailing of daily outgoing mail.
- Undertakes administrative activities, as needed by the Development Department in order to support the general fund raising operations of the League, including: compiling materials/packets for donor requests, assisting in the preparation for events, assisting with grant research, and assisting with marketing projects.
- Special projects and support, as required.

III. QUALIFICATIONS:

- High proficiency with data entry and proven experience with Word, Excel and MS Office required. Knowledge of Raiser's Edge a plus.
- Customer service (especially phone) experience highly desirable.
- Strong communication and organizational skills with impeccable attention to detail.
- Demonstrated writing skills.
- Self-directed with the ability to work as team member.
- Interest in fund raising and increasing skills in this discipline desirable
- A strong commitment to the mission of Save the Redwoods League

IV. SUPERVISORY RESPONSIBILITIES:

- None

V. WORKING CONDITIONS/PHYSICAL EFFORT:

- Regularly sits at a desk or computer workstation.
- Actively utilizes computers, telephones and other office equipment.
- Frequently moves about the office to collaborate with colleagues.
- Occasionally lifts, carries or otherwise moves and positions objects weighing up to 30 pounds
- Occasionally walks on uneven ground during off-site activities.

To apply, send cover letter and resume to jobs@savetheredwoods.org. Please put "Membership Assistant" in the subject line of your e-mail.

Save the Redwoods League
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This job description reflects the assignment of essential functions, it does not prescribe or restrict the tasks that may be assigned.