



Membership Manager Job Description

Applications accepted through January 18, 2019

Chattahoochee Riverkeeper (CRK) is a nonprofit environmental advocacy and education organization with more than 8,600 members and offices in Atlanta, Gainesville and LaGrange, which works to protect the Chattahoochee River, its watershed, lakes and tributaries through education, monitoring, advocacy, outreach, communications and legal actions. The Membership Manager is directly supervised by the Development Director and is responsible for managing CRK's membership program. The position will work closely with the Executive Director, Development Director, Database Manager, Outings Manager and Communications Manager to provide support that will promote membership growth, outreach opportunities and fundraising for the organization. This position frequently represents CRK at events during workday, evening and weekend hours.

PRIMARY DUTIES:

Outreach

- Interact and support CRK members through events and communications to nurture their connection to the organization;
- Develop and implement membership plans to promote membership growth;
- Manage and track regular member renewal mailings and conduct phone calls;
- Represent and coordinate CRK's presence at outreach events to recruit new members and promote the organization;
- Purchase, inventory and promote sales of CRK merchandise;
- Support CRK staff at all member events and campaign opportunities;
- Recruit interns to support development and communications activities;
- Coordinate CRK annual Member Celebration;
- Represent CRK through Earth Share Georgia programs; and
- Manage scholarship program for the Lake Lanier Aquatic Learning Center.

Administrative

- Handle incoming calls at office front desk;
- Handle mail and create logs;
- Manage filing system for development team; and
- Order and manage inventory of all office supplies.

Other duties as assigned.

NECESSARY SKILLS:

- Minimum of three years of successful experience in member/customer relations activities;
- Personable with good communication skills and ability to develop positive working relationships with peers and team members;
- Interest in environmental issues;
- Ability to work nights and weekends;
- Bachelor's degree;
- Proficient in the use of Microsoft Word, Excel and Outlook;

- Raiser's Edge/NXT experience, including pulling and analyzing queries and reports;
- Event planning and execution;
- Well-organized, goal-oriented, high attention to detail, and effective while managing multiple tasks and deadlines;
- Articulate and comfortable picking up the phone and calling people for information;
- Adept at making a sales pitch and comfortable with fundraising and recruiting;
- Skilled at writing donor letters, membership materials, and developing outreach content;
- Must be a task-oriented self-starter;
- Knowledge in and desire to learn development operations; and
- Flexibility and an understanding of the nature of non-profit work.

Salary: Commensurate with experience, health and dental insurance, 22 days PTO plus 10 holidays, 403(b) retirement plan with company match, and other benefits.

- This is a full-time, exempt position;
- Location – Westside Atlanta;
- Work environment is an open desk format;
- Employee must be able to lift and/or move up to 30 pounds occasionally; and
- Requires a valid driver's license and car insurance.

Please submit cover letter and resume to: Rebecca Powell, Development Director, Chattahoochee Riverkeeper, 3 Puritan Mill, 916 Joseph Lowery Blvd., Atlanta, GA 30318 or rpowell@chattahoochee.org. Applications accepted through January 18, 2019.

Chattahoochee Riverkeeper is an equal opportunity employer and considers candidates for employment without regard to race, color, creed, national origin, religion, age, gender, marital status, or sexual orientation.