



ROCKY MOUNTAIN CONSERVANCY POSITION DESCRIPTION

JOB OVERVIEW

Position Title: Member and Donor Services Associate

Reports To: Donor Services Manager

Department: Philanthropy

Position Type: Nonexempt– Full Time – 40 hours a week. This position is office based, with extremely minimal to no remote telework options available.

Compensation and Benefits: \$17.00/hr. - \$19.00/hr.

- Benefits plan available. This includes, but is not limited to Medical, Vision, Dental, Short-Term Disability, 401k after 1-year, paid Holidays as well as sick and vacation hour accruals.

Potential for Promotion: Yes

JOB DESCRIPTION

This position is part of the Philanthropy team and plays an integral role in supporting the membership program and donor services. This position is supervised by the Donor Services Manager. Day to day duties include data entry, gift processing, membership fulfillment, gift acknowledgment, customer service, and general team support.

Essential Duties/Responsibilities

1. Conducts day-to-day administration of the membership program, including processing and fulfilling memberships.
2. Answers the Conservancy's main phone line during business hours.
3. Records member and donor data in the Conservancy's database, performing accurate data entry, donor record updates, and efficiently generating gift acknowledgements.
4. Sends monthly e-mail reminders and coordinates membership renewal mailings.
5. Works with the Philanthropy team to strategically utilize the Conservancy's database to drive member growth.
6. Plans, executes, and assists with member/donor events and tabling opportunities. Represents the organization throughout the community as needed.
7. Helps coordinate membership initiatives with all appropriate departments. Supports and trains retail clerks on membership sales and promotions.
8. Produces weekly transaction reports for the Finance Department.

Other Duties/Responsibilities

1. Provides excellent customer service and answers member and donor questions regarding payments, transactions, and benefits via phone, e-mail or in person.
2. Manages inventory of membership supplies and products for fulfillment and acquisition campaigns.
3. Works with Philanthropy Director to identify and steward key member relationships.

4. Answers the phone and responds to general questions. Retrieves and delivers mail.
5. May also include other responsibilities, including social media and content generation.
6. Other duties as assigned by the Donor Services Manager.

Supervisory Duties

None.

JOB QUALIFICATIONS

Knowledge, Skill and Ability

This position requires the ability to provide excellent customer service, enter data accurately and efficiently, and to produce and send appropriate, accurate, and timely donor and member communications.

1. Strong writing and professional verbal communication skills, along with attention to detail are a must.
2. Critical thinking and successful problem-solving skills.
3. Professional appearance and demeanor.
4. Ability to develop and execute calendars, timelines, schedules, and plans.
5. Ability to work independently as well as part of a diverse team.
6. Ability to make basic judgment calls independently.
7. Outstanding organizational skills and the ability to work in a multi-task environment with competing priorities.
8. Other essentials include a positive attitude, entrepreneurial spirit, flexibility, adaptability, initiative, adherence to deadlines, willingness to fill gaps, timely follow-through.

Computer Skills

Requires ability to proficiently use a computer, along with excellent, demonstrated working knowledge of current Microsoft Office applications. Experience using Raiser's Edge desired or knowledge and expertise using other customer relationship management systems a plus.

Education or Formal Training

Bachelor's Degree preferred, though relevant experience may be substituted, additional professional training/certification is desirable.

Requirement

1. Employee must be fully vaccinated against Coronavirus (Covid-19) and show proof of vaccination status upon hire, unless an exemption from vaccination is filed due to medical reasons or sincerely held religious beliefs.

Experience

1. Experience working with a customer relationship management database.
2. Demonstrated experience in customer service and relations.
3. Demonstrated writing experience, including customer correspondence.

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4. Demonstrated experience in event planning and execution is preferred.

Material and Equipment Directly Used

The position requires the use of computerized equipment, telephones, and other typical office equipment.

Working Environment/Physical Activities

Some weekend and evening hours are required. Ability to sit for extended periods of time required. Occasional travel in Colorado and nationally may be required.

NOTE: THIS JOB DESCRIPTION IS NOT INTENDED TO BE AN EXHAUSTIVE LIST OF ALL DUTIES, RESPONSIBILITIES OR QUALIFICATIONS ASSOCIATED WITH THE JOB.