

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 per week, flexible with supervisory approval, between the hours of 8am-5pm. This position is entirely office based, working at the Admin Quarters building at 48 Alpine Circle, Estes Park, CO 80517.

Compensation and Benefits: \$21.00-25.00/hr.

- Benefits plan available. This includes but is not limited to Medical, Vision, Dental, Disability, 401k plan 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, including both internal and external marketing of membership benefits. This position is supervised by the Donor Services Manager. Day to day duties include data entry, gift processing, membership fulfillment, gift acknowledgment, license plate certificates, customer service, and general team support.

Essential Duties/Responsibilities

1. Answers the Conservancy's main phone line during business hours.
2. Supports day-to-day administration of the membership program and license plate programs, including processing and fulfilling memberships and license plate requests and routine database record maintenance and upkeep.
3. Records member and donor data in the Conservancy's database, performing accurate data entry, donor record updates, and efficiently generating gift acknowledgements.
4. Creates and sends recurring emails to license plate and membership donors.
5. Mails out membership renewals in the second to last week of every month.
6. Assists with member/donor events and tabling opportunities, including staffing existing opportunities and finding new tabling events. Represents the organization throughout the community as needed.
7. Helps coordinate membership initiatives with all appropriate departments and serves as the membership representative to the retail team.
8. Maintains inventory of department print materials, including ordering materials as needed. Orders some print materials for the entire organization.
9. Handles event logistics for the Philanthropy Department, including equipment rentals, food and drink, mailings, etc.

Other Duties/Responsibilities

Revised: November 2023

1. Provides excellent customer service and answers member and donor questions regarding payments and benefits via phone, e-mail, or in person.
2. Handles Philanthropy Department administrative tasks including answering the phone, responding to general questions, ordering supplies, and retrieving and processing mail.
3. Other duties as assigned by the Donor Services Manager.

JOB QUALIFICATIONS

Knowledge, Skill and Ability

This position requires the ability to provide excellent customer service, enter data accurately and efficiently, and to assist with processing memberships and philanthropy mailings and 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 communicate workflow, daily work spreadsheet and work schedule effectively with supervisor.
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, including O365 applications. Experience using Raiser's Edge and Constant Contact desired or knowledge and expertise using other customer relationship management systems and email platforms a plus.

Education or Formal Training

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

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.

Material and Equipment Directly Used

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

Working Environment/Physical Activities

Ability to sit for extended periods of time required. Occasional travel locally within Colorado 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.