

## **Member Services Manager**

**Date: November 2022**

**Work Location: Rensselaer Technology Park, Troy, NY**

### **Organization Overview:**

Audubon International, a nonprofit organization, has been in existence for 35 years with a mission to create sustainable environments where we live, work and play. To accomplish this mission, we work in the area where the natural and built environments meet, engaging with a wide range of interested partners including golf courses, resorts, large and small businesses, environmental not-for-profits, community associations, local governments, and state and federal agencies.

We use a combination of award-winning environmental education and certification programs, technical assistance and recognition, to positively impact environmental health at multiple geographic scales, from individual properties to communities and ecoregions.

### **Position Description:**

Audubon International seeks a highly-qualified and enthusiastic individual to join our growing team as *Member Services Manager*. This position reports directly to the CEO and works with other Audubon International staff to provide critical member services support to all Audubon International programs including:

**Certifications (6):** the Audubon Cooperative Sanctuary Programs for Business and Golf, the Signature Sanctuary Certification, the Green Lodging/Green Hospitality Certification, and the Sustainable Communities Certification

**Conservation Initiatives (3):** Monarchs in the Rough, Raptor Relocation Network, and BioBlitz

The position assists with a variety of functions including: communicating with stakeholders about the benefits of membership; serving as the primary point of contact for general questions from members; developing and executing membership outreach, growth and retention strategies; mailing membership materials; managing the organization's membership database; generating/tracking invoices; serving as a spokesperson for the organization in various venues, answering calls from the public.

This is a full-time exempt position.

### **Specific Duties & Responsibilities:**

#### *Membership Communications*

- Answer public inquiries by phone or email and transfer to appropriate program management staff or external party contacts
- Assist program management personnel in developing and implementing membership sales and retention efforts and in the maintenance of AI's relationships with property management companies, members, and prospects
- Produce monthly membership reports, and develop tools to track/report on membership trends
- Maintain organizational website
- Maintain "Members Only" area of the official website and ensure all members have access to it

- Prepare and mail various materials to members
- Generate invoices and coordinate monthly mailings

### *Database Management and Recordkeeping*

- Enter and maintain contact information and other data in an electronic database
- Prepare database reports as needed for program staff
- Perform routine database cleanup with attention to data hygiene
- Provide project management support for development of future online member services
- Maintain up-to-date electronic and physical member files in conjunction with program staff

### *Business Office Assistance*

- Process checks and enter payments into the database
- Accept credit card payments over the phone and screen online orders to be processed
- Keep inventory of products and educational materials and reorder as needed.

### *Membership recruitment and retention*

- Develop relationships with local, regional, and national (and international where possible and feasible) golf leaders and superintendents with the specific goal of retaining current members and recruiting new members
- Develop familiarity and relationships with leaders and members in all AI program areas, in collaboration with AI program directors
- Coordinate efforts to re-engage lapsed members by engaging in, and directing other staff to assist with, calls to recently lapsed members

### *Corporate Sponsorships and Fundraising*

- Assist CEO with development and implementation of fundraising activities including but not limited to corporate sponsorships, individual giving campaigns and online giving/social media campaigns such as Giving Tuesday
- Coordinate fundraising and relationship-building activities with other staff and departments as needed

### **Required Qualifications:**

- A bachelor's degree in an appropriate field of study and at least 3 years of related professional experience. (Master's degree in an appropriate field of study may be substituted for two years of professional experience.)
- Excellent interpersonal communication skills and experience working with diverse constituencies and membership demographics
- Ability to excel both by working independently and as part of a collaborative team
- Self-starter with attention to detail and results-oriented personality
- Articulate, diplomatic, and able to work constructively and deftly under pressure
- Must be genuinely passionate about the organization's mission
- Excellent writing and communication skills
- Strong organizational skills with a demonstrated ability to prioritize multiple activities and responsibilities
- Computer proficiency (i.e., Microsoft Office suite, database management, professional applications of social media); **Proficiency with NeonCRM is highly desirable**
- Experience with website management is highly desirable

### **Additional Requirements:**

The person in this position must be able to:

- Remain in a stationary position 50% of the time.
- Occasionally move about inside the office to access file cabinets, office machinery, etc.
- Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
- Regularly ascends/descends stairs to access office equipment.
- Frequently communicate with members and interested parties who have inquiries, and exchange accurate information in these situations.

*Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*

**Compensation:** This is a full-time, permanent position with a salary range of \$40,000 - \$50,000. Audubon International office is located in Troy, NY and offers a hybrid work model.

Audubon International offers a mission-driven work environment that promotes continued employee growth and development. The organization offers its employees a strong compensation package, including competitive salary, fully paid individual health benefits, retirement benefits, and vacation. Diversity is highly valued.

**Deadline for Application:** Open until filled.

**How to Apply:**

Submitted applications will be reviewed upon receipt and must include the following:

- Cover letter summarizing the candidate's qualifications for the position, including a description of how prior educational training, experience and skills prepare the candidate to fulfill the job responsibilities detailed above.
- Curriculum vitae or resume.
- Contact information (name, job title, phone and email) for three professional references
- Application materials should be submitted via e-mail to [fred@auduboninternational.org](mailto:fred@auduboninternational.org) with the job title and your name in the subject line (i.e., Member Services Manager – Jane Smith).

*Audubon International is an equal opportunity employer committed to practices that ensure employees and applicants for employment are provided with equal opportunities without regard to race, color, national origin, ancestry, sex, age, religion, physical or mental disability, medical condition, veteran status, marital status, pregnancy, sexual orientation, gender identity, genetic information or any other factor that is not related to the position.*