



Job Announcement: Membership and Operations Associate

Conservation Northwest is a leader in Northwest conservation with a 30-year track record of success protecting and connecting wildlands in Washington and British Columbia and restoring our region's iconic wildlife including wolves, wolverines, fishers, lynx and grizzly bears.

Our M.O. is simple: connect the big landscapes, restore the most vulnerable wildlife, and protect our natural heritage for future generations. Our approximately 20 staffers represent over 4,000 dues-paying members in Washington, British Columbia and beyond. Our conservation community also includes over ten thousand activists, supporters and online followers.

Conservation Northwest is an equal opportunity employer committed to creating an inclusive workplace that represents the diversity of our community. Women, people of color, and LGBTQIA+ individuals are encouraged to apply.

Position Summary

The Membership and Operations Associate oversees Conservation Northwest's membership, *Wildland Partners* recurring giving, direct mail and email fundraising programs. The Membership and Operations Associate develops annual plans for member acquisition and renewal, helps create content for multi-channel appeals and acknowledgments, ensures timely stewardship of gifts, and oversees accurate donation recording in Salesforce. The Membership and Operations Associate serves as the first point of contact for general inquiries and customer service, and additional responsibilities include general office management. The Membership and Operations Associate reports to the Development Director and works closely with the Major Gifts Director, Foundation Relations Manager and Executive Director.

Responsibilities

- Oversees all aspects of Conservation Northwest's membership program. Develops communications calendar, writes content, schedules renewals, and sends tax receipts/acknowledgements
- Processes online and physical donations, maintains donor records in Salesforce, produces Salesforce reports, and coordinates with Finance Director to ensure smooth interfacing between Accounting and Development Departments
- Coordinates donor acquisition campaigns. Plans appeals and works with graphic designers, list brokers, and mail house to execute unique direct mail and email pieces. Sets response goals, works with Development Director to write compelling content, plans follow up, and tracks progress toward goals
- Coordinates *Wildland Partners* recurring giving program. Keeps payment info updated and solicits upgrades and extra gifts once a year, and maintains process for acknowledgments and year-end tax receipting
- Manages workplace giving/matching as well as third-party contributions and campaigns

Web and email

conservationnw.org
facebook.com/ConservationNW
info@conservationnw.org

Seattle headquarters

1829 10th Ave W, Suite B
Seattle, WA 98119
206.675.9747
206.675.1007 (fax)



- Coordinates *Forest Sentinel* stewardship messaging. Works with Executive Director and others to send this communication to major donors on a quarterly basis
- Manages daily office operations, including mail distribution, supply inventory, and vendor communications for equipment leases
- Assists Development Director with mid-level donors (up to \$1,000) cultivation. Integrates efforts to upgrade donors into membership and special appeal strategies
- Works with Development Director and Major Gifts Director to plan and assist with outreach, cultivation, and stewardship events throughout the year, including the *Hope for a Wild Future* auction
- Assists with board meeting preparation and helps to coordinate board and staff retreats. Assists with all-staff meetings by sending reminders and recruiting monthly facilitators and note takers
- Provides excellent service in community communications (incoming calls, emails, and visitors)
- Other duties as assigned

Qualifications

The ideal candidate will have a strong record of creative communications and independent follow-through on multiple projects, as well as an interest in engaging with community members who are passionate about environmental conservation in the Northwest.

- One to three years professional experience in development, communications, or donor relations
- Dependability, diplomacy, good organization skills
- Demonstrated ability to manage projects with great attention to detail
- Demonstrated ability to prioritize and juggle multiple projects
- Experience working with a CRM in a development capacity (Salesforce preferred)
- Excellent written, verbal, and interpersonal communication skills
- Great relationship management skills and an ability to work well with a team
- Knowledge of and interest in Northwest conservation issues preferred

Hours and Compensation

Employment Type: Full-time, exempt

Compensation: \$44,000-\$48,000 depending on experience. Benefits include medical/dental/vision insurance, Simple IRA, and a generous vacation package starting at three weeks of paid vacation.

Location: Seattle, WA

Please send résumé and a one-page cover letter detailing your interest in this position with Conservation Northwest to Matthew Brouwer, Development Director, at development@conservationnw.org.

Applicants granted an in-person interview will be asked to provide professional references.



Position is open until filled. Priority consideration given to applications received by January 10, 2020. Please no follow-up calls.

"Keeping the Northwest wild" since 1989, Conservation Northwest protects, connects, and restores wildlands and wildlife from the Washington Coast to the British Columbia Rockies.

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