

Title: Membership Coordinator
Location: Salt Lake City, Utah
Reports to: Administrative Director
Status: Full-time, Non-Exempt
Salary & Benefits: See below.

The Southern Utah Wilderness Alliance (SUWA), Utah's largest conservation organization, has an immediate opening for a Membership Coordinator based in its Salt Lake City office. Interested applicants should send a cover letter, resume, and three references to Joyelle Hatch, Administrative Director, at hire@suwa.org. The deadline to submit your application is Friday, **September 22, 2023**. Please include your name and the words "Membership Coordinator" in the subject line.

Description

The Membership Coordinator is an entry-level position responsible for recruiting new members and maintaining the organization's existing membership base. The Membership Coordinator reports to and is supervised by the Administrative Director. The ideal candidate has experience in either customer service or administrative work. Volunteer or professional experience at a nonprofit organization is preferred.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Respond to membership emails and phone calls in a timely manner
- Manage constituent relationship management (CRM) software
- Send out purchases, acknowledgement letters, and premiums
- Work with the Administration and Development team to be cross trained
- Work with the Development team to develop and implement new strategies and activities for acquiring members
- Oversee SUWA merchandise design, production, sales, marketing, and shipping
- Plan and coordinate membership events for the organization, with the assistance from the Development team where needed
- Assist with member and fundraising event planning and implementation
- Assist with the production and mailing of "Above and Beyond" fundraising letters
- Design and prepare mail packages, coordinating with staff to generate renewal letters, maintain a cost-effective premium program, renew sample files, and update and generate thank-you letters
- Ensure all mailings are sent out on time
- Conduct monthly inventory of premiums, sales items, and acknowledgment letter supplies
- Conduct data analysis and prepare lists for all mailings
- Maintain office equipment for acknowledgement letters in the Salt Lake City office
- Fulfill list trade requests for other organizations
- Assist with editing and providing feedback on development-related publications, grants, reports, and other organizational materials as needed.
- Assist the Development Associate with other responsibilities as assigned
- Assist with the training of new Administrative and Development team hires
- Prepare development board report documents three times a year

- Collaborate with several teams within the organization, including the Organizing and Communications teams
- Send weekly member profiles to the Executive Director
- Acknowledge all monthly donor donations online
- Acknowledge social media fundraisers

TRAINING & QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Requires 1-2 years of relevant experience, or any combination of education, experience, and training which provides the desired knowledge, skills, and abilities
- Computer literacy with multiple customer relationship management software including Blackbaud and Luminare Online
- Demonstrate high level of diplomacy, sound judgment, and discretion when dealing with members, potential members, and other department staff
- Ability to perform multiple tasks effectively with a focus on timeliness and responsiveness
- Detail-oriented approach
- Strong work ethic with a professional, positive attitude
- Excellent communication, presentation, and interpersonal skills
- Proficiency with Microsoft Office Suite, especially Excel and Word.
- Familiarity with Blackbaud products and layout/design software such as Canva and Adobe InDesign a plus.
- Passion when it comes to protecting wilderness

Location: SUWA's Salt Lake City office. We work a hybrid schedule with at least 3 days per week in the office.

Salary DOE: Starting salary for this position is \$48,500, depending on years of experience. We also provide an annual \$2,500 retention bonus for completion of a full calendar year and a 403b contribution of 3.5% of salary.

Benefits:

- 15 days of paid vacation time (increasing yearly with tenure up to 20 days)
- 12 paid sick days annually
- 14 paid holidays, including a year-end office closure
- Employer-paid medical, vision, and dental benefits
- 2-month paid sabbatical every 5 years
- Flexible work days, depending on position
- Parental, bereavement, jury duty, and other leave
- Cell phone subsidy and travel reimbursements
- Access to outdoor gear pro deals

- \$500 “take care of yourself” reimbursement

Diversity, Equity, and Inclusion at SUWA

We are committed to the idea that our commonalities greatly outweigh our differences and that the redrock is for everyone. Our mission is to protect the redrock for the wonder and enjoyment of all future generations, both human and non-human alike.

The lands we work to protect are the ancestral homelands of many Tribes, including those that were forcibly removed at the hands of the U.S. government in an effort to exterminate their cultures, languages, and ways of life. These injustices are still felt today, but the quest to erase the Tribes failed: Indigenous communities continue their traditions and remain an integral part of the landscape and our community. We are committed to working toward understanding this history; to expanding present-day common ground, collaboration, and reconciliation with our Tribal neighbors; and to advocating that Tribes receive a seat at the table when others would exclude them.

The environmental movement has a regrettable history of excluding and oppressing marginalized people. We know that the redrock, humanity, and the future of the planet itself depend on working together to solve our greatest common threat: the climate crisis. As we face the challenges of the 21st-century head-on, we recognize we can only do so by including, involving, and elevating Tribes, communities of color, people of diverse economic backgrounds, faith communities, the LGBTQ+ community, and the tapestry of experience that weaves together our common humanity. We are committed to doing this both within our staff and through our daily work to protect the redrock.