

Membership Administrator



Reports To

Chief Development Officer

Job Overview

Responsible for maintaining the information integrity of the donor database and for maximizing its fundraising potential. The Membership Administrator creates and delivers reports, lists, and analysis to members of the development and finance teams and oversees the timely and accurate processing and acknowledgment of donations.

Responsibilities and Duties

- Maintain the accuracy and integrity of donor management system by overseeing day-to-day fundraising revenue processing as well as other crucial database functions including the membership renewal cycles of over 20,000 donors
- Collect, record and deposit monetary donations; process cash and electronic transactions; balance receipts of donations and work with accounting department to perform monthly account reconciliation
- Answer routine patron inquiries by telephone, email, and in-person; serve as primary contact for everyday customer service issues
- Enter, update, and modify patron records in donor management system; retrieve, access and protect confidential patron information
- Collaborate with CDO and Annual Giving & Member Engagement Director to develop strategic fundraising campaigns, identify measurable objectives and build analytical reports
- Provide training to volunteers and supervise online data entry process for accuracy
- Performed as needed:
 - Assist in designing, customizing, and maintaining donation web pages and promotional materials
 - Provide coverage of front office desk
 - Prepare, deliver, and distribute mail from the post office to appropriate staff

Qualifications

- Extremely well-organized, detail-oriented, work well under pressure, handling multiple projects simultaneously while meeting deadlines.
- Allegiance Software experience strongly preferred, or experience with managing a database and web-based systems.
- Self-reliant, good problem solver, results oriented.
- Solid knowledge fundraising process and concepts of donor relations.
- Ability to proactively organize and prioritize work, resolve problems, and simultaneously manage multiple priorities.
- Flexibility in scheduling required at times.
- Fundraising: 1 year. Customer Service: 2 years. Database Management: 2 years.
- Associates degree in Fundraising, Nonprofit Management or similar degree; or equivalent experience.

Salary Range \$50,000- \$60,000 annually