NOW HIRING

Annual Fund and Membership Manager

Application Deadline: September 18, 2022

Job Title: Annual Fund and Membership Manager

Department: Development

Reports to: Assistant Director of Development

Classification: Exempt (salaried), 1.0 FTE

Location: Hybrid remote and on-site with shared workstations at Sanctuary

Salary: $53,000-58,000

Benefits Include:

- Medical insurance: 100% payment of premiums for medical and dental insurance
- Competitive leave benefits which include two (2) weeks paid vacation during a staff member’s first year of employment, accrual of eight (8) hours paid sick time per month, eight (8) recognized paid holidays as well as 40 hours of flexible holiday time per year, and family leave
- 401(k) 3% match plus a discretionary annual fixed amount contribution
- Ability to attend free or subsidized courses at Portland Audubon
- Substantial discount at our Nature Store, including optics
- Opportunity to work in one of the most beautiful forests in Oregon

About Portland Audubon

Portland Audubon has been a leading voice in conservation for over a century. Through conservation advocacy, environmental education, and wildlife rehabilitation, we promote the understanding, enjoyment, and protection of native birds, other wildlife and their habitats. We are located in a 172-acre wildlife sanctuary next to Forest Park, just minutes from downtown Portland.

Portland Audubon believes that inspiring all people to love and protect nature is best achieved when we embrace diversity as a value and practice. In the same way an ecosystem needs many types of plants and wildlife, an organization thrives when it includes a diversity of people and perspectives. We recognize that inequities are widespread and create gaps between our present reality and our aspirations. We are committed to building a diverse and inclusive environment, reflecting the diversity of our community in our board, staff, volunteers, and members; ensuring our internal culture, business practices, and programs are welcoming and advance our diversity goals.

The Development Department works to connect supporters with their individual giving priorities through interpersonal communications, written appeals, and events. We work to provide the critical resources that fund Portland Audubon’s conservation, education, wildlife rehabilitation, and land stewardship work. We are expanding our development team to grow the organization’s capacity to address critical conservation throughout the state, advance environmental justice work, grow our equity-focused environmental education programs, and complete our Wildlife Care Center capital campaign.

audubonportland.org | 5151 NW Cornell Road, Portland, OR | 971-222-0613
Position Summary

The Annual Fund and Membership Manager provides excellent customer service to our 12,000+ members and donors. They manage fundraising and stewardship communications, including appeals, eAppeals, membership renewals, donor impact reports, welcome calls, and a welcome series of emails. They are the first point of contact for inbound inquiries to the development team. In addition, they will implement our membership plan intended to retain and expand our membership and increase our membership from diverse communities, while generating additional revenue year-over-year for the organization.

Essential Duties

- Steward relationships with Portland Audubon’s 12,000+ members through phone calls (inbound and outbound), written communications, emails, and in person. Oversee welcome calls for all new members.
- Implement and expand the membership plan to grow overall membership and revenue through retention, reacquisition, conversions, and acquisitions.
- Generate and export mailing lists, sequence gift requests for appeals, import critical information into donor records, and support data maintenance.

Additional Responsibilities

- Work with the Assistant Development Director and the Communications and Marketing Team to produce written appeals, donor impact reports, marketing materials, digital ads, member surveys, Warbler articles (newsletter), and other materials to grow membership.
- Develop a Frequent Flyer monthly membership campaign to grow and upgrade monthly donors. Contact donors when their monthly donations are unable to be processed.
- Create campaign and membership reports. Analyze the data and develop strategies to address missing opportunities.
- Oversee giving campaigns with other nonprofits, including Earthshare, Give!Guide, United Way. Manage corporate and business giving programs.
- Assist the Events Specialist in developing and hosting member stewardship and acquisition events.
- Overhaul and build out the Sponsor a Wild Thing giving program.
- Work with the development team to apply an equity lens to all aspects of the program; help support future and ongoing updates to the department.
- Backup the Development Coordinator in gift processing and acknowledgment fulfillment.
- Manage volunteers, develop clear project guidelines and ensure their success and positive experience volunteering at Portland Audubon.
- Other duties as assigned.
Preferred Skills and Experience

- At least 2-3 years of experience in related fields or similar experience.
- Excellent customer service and interpersonal skills. Ability to respond to donors quickly and troubleshoot their problems.
- Ability to quickly redirect attention to various inquiries from donors, volunteers, and staff.
- Proficient in donor databases. This position will work in Raiser’s Edge. Strong literacy in Microsoft Office, Outlook, and Excel.
- Strong written and verbal communication skills.
- Understanding of both Donor-Centric and Community-Centric Fundraising practices.
- Effectively works with and collaborates with all levels of organizational staff and external constituents.
- A strong understanding of diversity, equity, and inclusion practices, in particular, in outdoor spaces.
- Be self-motivated and able to work effectively both independently and with a team.
- Detail-oriented and data-driven.
- A passion for local conservation, environmental education, and wildlife rehabilitation.
- Bi- or multi-lingual applicants are encouraged to apply.
- A valid driver’s license.
Annual Fund and Membership Manager

Working Conditions

- The Annual Fund and Membership Manager position has a hybrid remote and on-site schedule.
- Must be comfortable with inbound donor calls coming directly to you. Only expected to respond during regular business hours.
- Primary responsibilities are working on a computer, typing, and looking at screens for many hours.
- Must be comfortable with shared desk space.

Application

Portland Audubon does not discriminate on the basis of race, creed, sex, sexual orientation, age, religion, marital status, national origin, political affiliation or mental or physical handicap. Candidates of color are strongly encouraged to apply. Portland Audubon is committed to building a diverse and inclusive environment, reflecting the diversity of our community in its board, staff, volunteers, and members; ensuring its internal culture, business practices, and programs are welcoming and advancing its diversity goals; and empowering people to make positive changes in their community and environment. All Portland Audubon employees are expected to serve diverse audiences and help advance our diversity strategies. More background on our diversity efforts can be found at http://audubonportland.org/about.

How to Apply

ONLINE SUBMISSIONS PREFERRED

Apply online at:
https://portlandaudubon.bamboohr.com/jobs/

To submit via US Postal Service:
Please send your resume, cover letter and the application found on our website to:

Human Resources
Portland Audubon
REF: Annual Fund and Membership Manager
5151 NW Cornell Road
Portland, OR 97210

APPLICATION DEADLINE: On or before midnight on September 18, 2022
Diversity Statement

Portland Audubon believes that inspiring all people to love and protect nature is best achieved when we embrace diversity as a value and practice. In the same way an ecosystem needs many types of plants and wildlife, an organization thrives when it includes a diversity of people and perspectives. We recognize that inequities are widespread and create gaps between our present reality and our aspirations. Audubon is committed to:

- Reflecting the diversity of the community in our board, staff, volunteers, and members.
- Ensuring our internal culture, business practices, and programs are welcoming and advance our diversity goals.
- Empowering people to make positive changes in their community and environment.

Portland Audubon has completed four years of a five-year strategic plan. A core priority moving forward is to infuse equity, inclusion, and diversity (EID) into all of the goals and work of the organization. This position will play an important role in achieving the organization’s EID goals through engagement with staff, board members, donors, volunteers and the public. We recognize that in order to serve diverse communities we must also have diversity represented in our staff. Applicants of color, immigrants, and other underserved persons are encouraged to apply.

Portland Audubon is committed to building a diverse and inclusive environment, reflecting the diversity of our community in its board, staff, volunteers, and members; ensuring its internal culture, business practices, and programs are welcoming and advance its diversity goals; and empowering staff to make positive changes in their environment and in Portland Audubon’s culture.

Portland Audubon does not discriminate on the basis of race; creed; sex; sexual orientation; gender identity; age; religion; marital status; national origin or ancestry; political affiliation; citizenship; lawful immigration status; or mental, physical or medical disability; Veteran status; or liability for service in the United States Armed Forces.