Grantmakers for Effective Organizations

Job Description: Membership/Development Associate

**November 2019**

# Position Description:

Under the direction of the director of membership/development, the membership development associate administers the renewal process for GEO’s 600+ member organizations. The membership/development associate is someone interested in a career in the nonprofit sector. This is a near-entry level position with room for growth and immediate opportunity for responsibility for the right candidate.

# Key Responsibilities:

**Membership**

* Send renewal notices to all renewing members as well as follow up by phone, when necessary, to maintain a 90-percent renewal rate
* Review member and prospect financial statements to calculate membership contributions
* Record receipt of all membership payments and send acknowledgements to all members
* Reconcile payments and membership numbers with monthly financial statements from GEO’s accountant
* Pull mailing lists and coordinate mailings to the existing membership list and as part of campaigns to member prospects
* Offer front-line customer service to members, including assistance with access to members-only content online and other benefits, and responding to web forms
* Maintain and update records in GEO’s database
* Support staff in engagement and recruitment activities, including tracking the outreach process

**Other Membership Team Responsibilities**

* Offer ideas for improvements and upgrades to the organization’s database and membership processes
* Step in to communicate the value of GEO membership to nonmembers, if/when necessary
* Provide administrative support to GEO leadership
* Help facilitate GEOList serve; daily with the exceptions of Friday
* Other duties as assigned

**Build Year**

* Work with the director of membership/development and vice president of external affairs to identify a personal scope of work that will help position GEO to make progress on our strategy, advance our change agenda and serve the field as part of our Build Year in the areas of culture, racial equity and organizational structure and talent
* Engage and contribute to conversations at the all-staff and job band (associates) level, demonstrating commitment to the principles of diversity, equity and inclusion