



Position Description

Wild Ones Membership Coordinator

Wild Ones: Native Plants, Natural Landscapes is a national nonprofit environmental organization with 60 chapters in 20 states. Our mission is to promote environmentally sound landscaping practices that protect biodiversity through the preservation, restoration, and establishment of native plant communities. We have a lean and efficient national office that supports the work of nationwide members and chapters and leads the organization in planning, advocacy, and policy guidance.

Overview: The Membership Coordinator is responsible for supporting Wild Ones Members and Donors by maintaining membership records, renewal systems, membership communications, membership benefits and membership program activities.

RESPONSIBILITIES INCLUDE

- Maintain membership databases, ensuring that chapter and member records are accurate and up to date; provide chapter officers and staff with easy-to-access and current membership data.
- Responsible for developing, implementing, and maintaining a high-quality membership experience in the membership life cycle.
- Develop and manage efficient membership renewal systems; communicate regularly with chapter officers on renewal status of chapter members.
- Develop and maintain a tracking and reporting system for accurate reporting of membership numbers and growth.
- Provide exceptional customer service, assistance and training members, donors, and visitors.
- Responsible for monitoring, analyzing, and reporting on members statistics, trends, opportunities, or problems.
- Responsible for communicating organizational announcements, events, and news to members.
- Responsible for administering member benefit programs including but not limited to citizen science programs, butterfly garden certifications and journal sponsorships.
- Responsible for updating and maintaining new member handbook.
- Other duties as assigned by the Executive Director.

EDUCATION, QUALIFICATIONS, SKILLS AND EXPERIENCE

- Bachelor's degree in business administration or related field or equivalent experience.
- Knowledge of membership and donor best practices in a nonprofit or foundation.
- Strong interpersonal skills and able to communicate effectively, clearly, and concisely in written and verbal communications.
- Excellent people skills with ability to communicate with a variety of stakeholders.
- Hands-on attitude with flexibility and willingness to cross train with and support colleagues in a small office environment.
- Proficient in *Microsoft Office* software: Excel, and Word, PowerPoint, Outlook, and Microsoft Teams.
- Knowledge of desktop, membership systems, and web software (WordPress) desirable.

- Ability to work independently and juggle a variety of tasks, challenges and competing priorities and manage time effectively.
- Must be proficient in maintaining accurate records and data entry.
- Must have at least an intermediate proficiency with video conferencing software.
 - Must have (or willing to obtain) a stable internet connection.
 - Must have (or willing to obtain) a computer to complete remote work.
 - Knowledge of native plants is a plus.

We do not expect our ideal candidate to possess all the above requirements. We are looking for someone with a positive attitude who is quick learner and willing to do whatever is needed to support Wild Ones Natural Landscapers.

Hours, Salary and Benefits

Salary and hours

This is an hourly position ranging between \$16 - \$17.95 per hour, depending on experience and background. Hours will generally hover around 30 hrs per week, but occasionally may require additional time to complete projects or participate in evening or weekend events.

Location

Wild Ones national staff are currently working a mix of in office hours and remote hours due to COVID-19. When it is safe to do so the national staff will return to a regular work location at the Wild Center Monday- Friday between 8am – 4pm, remote work may be considered for the right candidate.

Location: Wild Center, 2285 Butte des Morts Beach Road, Neenah, WI 54956

Benefits

- Paid Time Off Benefits
- Ability to purchase Aflac insurance products
- Eligible for SIMPLE IRA Retirement plan after minimum employment requirements are met; up to 3% company match.

TO APPLY

Email cover letter and resume to execdirector@wildones.org. Please put “Membership Coordinator” in the subject line.