



Position Title: Member Services Support Coordinator

Location: Coraopolis, PA

Deadline to apply: Sept. 1, 2021, by end of business day

To apply, email your cover letter and resume to Nicole at nicolep@ruffedgrousesociety.org

RUFFED GROUSE SOCIETY & AMERICAN WOODCOCK SOCIETY (RGS &AWS)

RGS & AWS is a national, nonprofit group with a 60-year record of forest wildlife conservation. RGS & AWS unite conservationists to improve wildlife habitat and forest health. Since 1961, RGS has promoted stewardship for our forests, our wildlife, and our future. Our vision is to create landscapes of diverse, functioning forest ecosystems that provide homes for wildlife and opportunities for people to experience them.

Position summary:

The Member Services Support Coordinator will provide administrative support to ensure the efficient operation of the Membership Department. This position is responsible for quality customer services to RGS & AWS members and donors. The Coordinator will fulfill membership administrative functions including but not limited to: answering the main phone line, responding to member requests via e-mail, data entry into the society's membership management system, opening and distributing mail that comes into RGS & AWS headquarters and assisting the Accounting department with general administrative duties (as needed) with attention to detail and accuracy.

This position is supervised by the Membership Services and Project Manager and works effectively as a team member across disciplines and among all staff. This position is required to report in-person to the RGS & AWS Central Office in the Pittsburgh area (currently Coraopolis, PA) and is expected to work full time (40 hours/week).

Skills and qualifications:

2+ years of related administrative experience

High School Diploma or GED preferred (Or an equivalent combination of education and experience)

Online customer service experience

Experience tracking metrics and reporting out findings

Experience with Microsoft Office Suite programs, especially MS Word and Excel



Experience coordinating projects

Attention to detail

Strong ability to work independently

Main job duties and responsibilities:

- Provide quality customer service to our members and donors:
 - main office phone answering,
 - responding to general inquiries through our member/customer support e-mail(s),
 - assisting with answering social media questions and requests that pertain to membership.
- Data management for the membership department with attention to detail and accuracy.
- Working within Microsoft Dynamics CRM (Customer Relationship Manager).
- Track, enter and complete membership functions necessary to keep our membership and donor base on track, including online, USPS mail, phone and event membership data entry.
- Maintain and update mailing lists; organize and implement mass mailings on a bi-weekly and monthly basis; includes letters to anyone who donated to the society.
- General support to the membership and marketing departments during membership drives/pushes.
- Establish and maintain membership/donor files and activity logs.
- Review documents and ensure proper formats (membership mailings).
- Prepare, process, update and compile routine documents, records and reports.
- Open, sort and distribute mail.
- Collect/process fees and payments.
- Check(s) deposit daily.
- Scanning and sending documents from mail to accounting department.
- Maintain inventory and order/purchase membership supplies, including event awards, pins and patches.
- Serve as a backup resource to other staff members on a variety of subjects including office equipment, software application usage and information processing procedures.
- Other administrative duties as assigned.