



## NATIONAL WOMEN'S HEALTH NETWORK

*A Voice for Women, a Network for Change*

**Job Title:** Membership Coordinator  
**Reports to:** Director of Advancement  
**Supervises:** interns & volunteers, as needed  
**FLSA Status:** Non-Exempt

**Requirements:**

On an up-to quarterly basis, work on Saturday and Sunday for full-day meetings  
Ability to lift up to 25 lbs.

### Job Description

#### **Individual Giving**

- Manage direct marketing program, including annual production schedule; mail plans; and management of internal mailings
- Coordinate mailings with mail house, printer and data company
- Oversee online giving program, including smooth functioning of payment processor
- Download daily on-line donations and submit report to accounting
- Process donations on a daily basis and enter into membership database
- Draft and update donor acknowledgement correspondence
- Prepare and mail donation acknowledgment letters on a weekly basis
- With Director of Advancement, compile regular direct marketing reports
- Contribute to development plan as related to membership program, including member recruitment and retention campaigns; statistical analysis; and list management
- Maintain accurate records in database, and paper, as needed
- Monitor board donations, including pledge status
- Respond to member queries in a timely manner
- Oversee the Network's participation in workplace giving campaigns, including the Combined Federal Campaign
- Create donor list for newsletter (bi-monthly) and Annual Report

#### Events

##### Annual Awards Benefit

- Compile invitation list for Save-the-Date and invitation mailing
- Direct sponsorship mailing, including letter and sponsorship form
- Manage event registration, including check-in
- Update income spreadsheet and report regularly to staff
- Monitor status of pledges and payments; contact constituents, as needed

- Obtain and manage guest list in coordination with staff
- Identify, evaluate and attend outreach events, including health fairs
- Support members to host house parties
- Assist with other Network event planning, as needed
- Monitor Network print materials and merchandise inventory

#### Finance & Administration

- Maintain original documentation files for all donations
- Ensure deposit accuracy and assure deposits are made within 2 business days
- Reconcile member/donor database to accounting reports each month
- Submit and monitor matching gift donations
- Provide donor and financial information to Finance Manager for annual audit
- On an as-needed basis, serve as back-up to Officer Supervisor to process donations

#### Database & Web Site

- Act as primary contact with database company
- Conduct weekly data sync between CRM and database
- Assure scheduled database maintenance including sweeps are completed and accurate
- Draft, as necessary, and monitor, including updating, pages created in NetCommunity
- Send Awards Benefit Save-the-Date email to constituents
- On a regular and scheduled basis, run account clean-up tools including de-duping
- Monitor and update web donate pages, including autoresponders

#### **Qualifications:**

Bachelor's degree, preferred

A minimum of 2-3 years' experience in an administrative position, preferably with a non-profit organization

- Proficiency in Microsoft Office Suite
- Knowledge of fundraising software, Blackbaud (Raiser's Edge) preferred
- Familiarity with customer relationship management (CRM) software, NetCommunity Spark preferred
- Attentive to details
- Ability to organize and prioritize work
- Ability to handle many simultaneous responsibilities
- Excellent interpersonal skills
- Strong and clear writing skills
- Effective and pleasant interpersonal communication skills
- Knowledge of advocacy, health or nonprofit organizations a plus

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**Disclaimer:** This description is intended to provide an overview of this position and is not all inclusive. The incumbent in this position will be expected to perform other duties as required. Responsibilities may change over time. This description is provided for informational purposes only and does not form the basis of a contract.