Member Services Administrator

Job Description

Summary of Position
The Member Services Administrator (MSA) is responsible for various daily administrative tasks and membership services to provide the highest customer service for our supporters, chapters and volunteers, resulting in increased loyalty and support for Evergreen. The MSA will work as a member of the Development Team to support community outreach and fundraising efforts to retain and increase membership and major donors. This is an entry-level position with the possibility of growth over time.

Ideal Candidate
The ideal candidate needs to be passionate about Evergreen’s mission and vision to make Washington State the best place to ride. We are looking for a customer-service-oriented multi-tasker capable of independent work, willing to play a critical supporting role for the development team, and is capable and happy to serve our staff, volunteers, supporters and membership in this role. Successful candidates will be self-driven and able to prioritize tasks, have experience using CRM data management systems, email marketing tools, light bookkeeping, administrative jobs, and demonstrate high-level customer service and business communication skills. Reliable transportation for occasional offsite events, outreach, chapter support and team-building required.

Key Responsibilities:
Working under the guidance of the Development Director and in partnership with the Development Team, the Member Services Administrator serves as the primary customer service contact for Evergreen membership, volunteers and chapters. Administrative duties will include all those associated with maintaining Evergreen Membership lists and accounts and providing administrative assistance to our programs, staff and chapters as needed.

Membership Services
- Responsible for sending new member mailings, donor thank you notes, renewal notice or follow-up, membership adjustments, monthly membership reconciliation with donations, and assisting with membership outreach and fundraising efforts.
- Respond to membership questions via email and social media accounts.
- Managing and processing all member and donor requests, issues, and account changes.
- Assist Development team as needed during campaigns.
- Managing campaign gifts packing and shipping. Inventory, stock, and order membership and marketing collateral.
- Assist chapters and program staff with response and resolution of program customer service issues (re-schedule, refund, cancellation).
- Work with IT staff to perform periodic member, donor, and program performance data scrubbing tasks to analyze and resolve data integrity issues, including data imports and reconciliations across various external payment and donation platforms.
- Develop member relations by working closely with members and volunteers to inspire ongoing support and volunteerism.

Operational Admin
- Office administration tasks including, but are not limited to processing mail, receiving packages at the office, assisting admin staff with projects, and depositing checks received.
- Assisting program staff and chapters with administration and coordination of sign-ups for programs as needed.
- Update or develop SOP documentation as needed when operational or administrative processes are changed or improved.
• Any other duties assigned related to volunteer engagement, office duties, and general operations administration.

Qualifications

• Two years of professional office experience or frontline customer service experience.
• Experience in using CRM’s or database management.
• Demonstrated experience of working independently with remote or in-direct supervision.
• A personal connection to mountain biking, understanding of the culture, challenges and benefits of the sport and the community.
• Reliable personal transportation for travel to office and trailhead or chapter locations.

Skills:

• Excellent customer service skills.
• Proficiency with Microsoft Office suite and Google Drive/Apps, virtual meeting technologies (all), and collaborative workspace tools (Trello).
• Ability to learn new tech and tasks quickly and independently.
• Familiarity with data management and tech platforms.
• Highly organized, with attention to detail. Capable of documenting new operations and administrative procedures.
• Passion for serving a diverse team of staff, members, Board, and organizational partners.

All Evergreen staff are expected to be informed and respectful advocates for the MTB community when representing Evergreen at community meetings, work parties and industry events. Each team member is expected to maintain a high level of professionalism and share their love for mountain biking while working closely with other staff, chapters, members and volunteers.

As a lean non-profit organization with a small team, additional duties may be assigned beyond what is listed above according to the organization’s needs. Hours are flexible and may include occasional evening and weekend work.

Evergreen’s Commitment to Diversity and Equity

Evergreen is committed to assembling a diverse and talented staff. Evergreen does not discriminate based on race, color, creed, religion, national origin, sex, disability, age, veteran status, sexual orientation, gender identity or expression, or marital status. Women, LGBTQIA+ and BIPOC individuals are strongly encouraged to apply. Please visit our website HERE to learn more about Evergreen’s commitment to diversity, equity and inclusion.

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<tr>
<th>Reports to</th>
<th>Development Director</th>
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<td>Job Location</td>
<td>Evergreen Headquarters office located in North Bend, WA, minimum of one day per week; additional weekly hours may be remote or in the office. Occasional travel off-site to trailheads or other chapter locations may be needed.</td>
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<td>Hours/classification</td>
<td>Base of 30 hours a week (.75 FTE). Non-Exempt (hourly).</td>
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<td>Compensation</td>
<td>$16 - $18 per hour, depending on qualifications and experience.</td>
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<td>Benefits</td>
<td>Flexible work schedule, paid time off (PTO) (vacation, sick), holiday pay, medical and communication stipend, option participation in a 401k plan.</td>
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To Apply

Please submit a resume and cover letter to the link below. Please describe how your experience, interests, and values fit the position in your cover letter. This position is open until filled. Candidates will be considered as they apply.

Click here to apply via google form – Application.
About Evergreen

Evergreen Mountain Bike Alliance, a 501(c)(3) nonprofit, is the nation’s largest statewide mountain bike association, powered by thousands of riders statewide through eight regional chapters. Evergreen is committed to sustainable recreation, trail maintenance, advocacy, education, volunteerism, and trail building. We are an important partner to public land managers, contributing over 30,000 hours of volunteer labor each year.