

JOB DESCRIPTION

POSITION TITLE: Development and Membership Coordinator

FUNCTION: Maintains Pony Club Member, Club, Center, Region and Donor records; ensures financial accuracy of donations, membership, administrative and other dues and fees; maintains integrity of the donor/membership database(s)/records; generates necessary reports, contact lists and correspondence. Provides customer support for members, parents, leaders, other volunteers and donors via mail, email, phone, in-person and other contact formats. Provides other general administrative support to Development and Member Services Departments as required.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: Accurate and attentive to detail, good telephone manner, and ability to work with constituents, members, volunteers and public. Competent in typing, spelling and math skills. Excellent customer service and communication skills. Work well under pressure, within deadlines and able to prioritize projects. Knowledge of current fundraising strategies, special event planning and marketing. Computer proficiency necessary; Microsoft Office applications, database experience, Crystal report experience and/or desire to learn. Equivalent to high school graduation; some college or degree desirable. Some travel and overtime (evening and weekend hours) work may be required.

RESPONSIBILITIES:

1. Enters and updates membership and constituent data in computer, including participating and supporting members, parent/emergency contact, officer, donor, and alumni information. Maintain database integrity through club/center/region and individual file verification. Works to continuously improve accuracy. Secure missing, late or inaccurate information and proper membership dues and other fees from clubs, centers, regions and individuals, including bill collection.
2. Responds to inquiries concerning USPC records and membership status, providing reports and information as requested. Inform Director of Member Services and Regional Administration of concerns and questions about general membership and database. Works with Systems Administrator/Content Manager and Membership Coordinator to maintain current reports and record accuracy as needed.
3. Responsible for entering, crediting and acknowledging all donations to USPC. Manages acknowledgements to donors including tax letters, emails, donor recognition gifts. Assist with assignment/processing of dues, initiation, insurance, late fees, and other fees (as necessary) in the database and to the appropriate general ledger account, using established account codes. Works with Membership Coordinator and/or Staff Accountant as applicable in processing membership returns/refunds and month-end reconciliation of fundraising accounts. Maintains check copy files as applicable for donations and sponsorships.
4. Coordinates the online USPC Scholarship Program and works closely with the Scholarship Committee, a sub-committee of Development. This includes updating and maintaining the online applications, corresponding with applicants, the review process, and the awarding of scholarships.

5. Verifies eligibility/compliance requirements for members, leaders and other individuals, including CM payment, background check and required training completion. Assist with sending invoices for unpaid CMs.
6. Assist with maintenance of reports and submissions - including hard copy paperwork - as necessary for membership, club, center and regional information. Reviews year-end processes, suggesting upgrades and edits as applicable. Reviews year-end submissions for accuracy and completion. Follows up as needed for incorrect, incomplete or missing information and payments.
7. Assists Membership Coordinator with new member and other member/leader mailings as necessary. Assists with proofreading of USPC publications, online resources, membership materials and communications marketing and promotional materials. Works with other departments in ensuring that relevant information is complete and accurate.
8. Update database as appropriate following Board of Governors / Executive Committee meetings including (but not limited to): region changes, club name changes, club status changes. Updates officer changes throughout year as necessary. Send correspondence as necessary.
9. Daily correspondence and customer support via telephone and email regarding club/center/region and membership matters as necessary. Provides technical support for members, leaders, parents, donors and others in utilizing USPC website and online system. Respond to general membership inquiries. Answers main phone line as backup for receptionist when necessary.
10. Participate on Development Committee and others as assigned through conference calls, research, emails and face-to-face meetings as necessary. Works closely with the Development Staff and Marketing on fundraising initiatives, mailings, creative design and social media. May also work with various Pony Club committees to assist on special fundraising projects.
11. Undertakes any additional tasks that may be assigned by the Director of Member Services and Regional Administration, Development Director or Executive Director.

RELATIONSHIPS: Reports to the Director of Member Services and Regional Administration and Development Director. Works closely with Membership Coordinator, Systems Administrator/Content Manager and Receptionist/Office Administrator. Must be able to work with all staff and volunteer leadership.