



RedRover Job Announcement

Position Title: Membership Coordinator

Job Type: Full-time (35 Hours per week)

Salary range: \$45,000 - \$58,000

Location: Sacramento, CA-based office position, flexible, hybrid work arrangement, 1-2 days in office per week

Are you passionate about helping animals as well as people? RedRover is a national nonprofit organization, seeking an exceptional Coordinator to join our team!

Full-Time Benefits: We offer a robust benefits package. You'll enjoy:

- Medical, Dental, Vision, and Life insurance for employees on the first day of the month following 60 days of full-time employment;
- Vacation, Holiday, and Sick time accrued, beginning the first day of employment;
- 7% employer-paid Simplified Employee Pension (SEP) with immediate vesting, effective after one year of active employment,
- Annual Companion Animal Allowance to help pay for family veterinary emergencies and work-related pet sitting (if you have a pet), effective after 60 days active employment.

RedRover staff members enjoy balanced lives and flexibility, and we are a strengths-based organization committed to staff career development. We are looking for equity-minded applicants who will work with us to establish a supportive work community with a strong sense of belonging to further our mission.

The mission of RedRover is to bring animals out of crisis and strengthen the bond between people and animals through emergency sheltering, disaster relief services, financial assistance, and education. RedRover accomplishes its mission by engaging volunteers and supporters, collaborating with others, and maximizing the use of online technology.

Based in Sacramento, California, RedRover operates national programs that help animals and people in crisis and is well-known for its three main programs:

- RedRover Responders shelters and cares for animals displaced by natural disasters and other crises, such as criminal seizures and hoarding cases, in the United States and Canada;
- RedRover Relief provides financial and emotional support to Good Samaritans, animal rescuers, and pet owners to help them care for animals in life-threatening situations, and resources to help domestic violence survivors and their pets escape abuse;
- RedRover Readers helps children explore the bond between people and animals through stories and discussion in a unique community-based literacy program

Summary Overview of Position: Under the guidance of the Director of Development, the Membership Coordinator shall: coordinate all aspects of the On-Call Angel donor giving program, the donor thank you letter process, and the Combined Federal Campaign (CFC) employee giving program. The Membership Coordinator will create and manage campaigns in RedRover's various technology platforms including data entry, reporting and analysis, duplicate management and maintaining overall data integrity. The Membership Coordinator shall also communicate with and cultivate donors through various methods, serve as a liaison for RedRover's vendors, order department supplies and coordinate department contract renewals, and coordinate the ongoing documentation to support the department operations. The Membership Coordinator is a key member of the Membership and Development Team, comprised of staff members who work closely together to ensure support for the essential fundraising and donor relations aspects of the organization.

List of Functions:

- Coordinate all aspects of the On-Call Angel program
- Coordinate the thank you acknowledgement process in Salesforce; adding, updating and running letters in DocGen, printing and preparing the letters we process in-house, coordinating with vendors ensuring they are mailed out in a timely manner
- Coordinate Salesforce (CRM) and Fundraise Up (donation platform) projects including donor cultivation and planned giving strategies, campaign and acknowledgement creation, reporting, duplicate management, backup management and overall data integrity
- Coordinate the CFC program, including completion of the annual application, corresponding with Maguire/Maguire and sending donor thank you letters and gift reminder letters
- Communicate with and cultivate donors by preparing member birthday, tribute and gift membership cards and other various communication methods
- Coordinate the ongoing documentation to support the departmental operations
- Coordinate department contract renewal dates and details
- Other duties as assigned

Qualifications:

Are you our new Membership Coordinator? This job is for you if you have:

- a passion for helping animals and people
- a Bachelor's degree or three years of fundraising experience
- truly exceptional problem-solving, decision-making, process improvement abilities, possess an in-depth understanding of databases, data management, and data maintenance, with strong attention to detail and an analytical mindset
- truly exceptional organizational and interpersonal skills and the ability to build and maintain relationships with staff, as well as outside vendors and other constituents
- a strong work tenure
- adaptability and the ability to prioritize conflicting needs; handle matters expeditiously, proactively, and follow-through on projects to successful completion, within deadlines



- the ability to think interdependently, be a conscientious team-player, balance, and prioritize multiple tasks while maintaining a positive, professional attitude
- an eagerness to be an ambassador representing the organization's brand
- knowledge of Salesforce, Google Suite, Microsoft Office is required
- knowledge of Asana, Fundraise Up and Active Campaign a plus

Additionally, affection for animals, concern for their welfare, and a willingness to accommodate animals in the workplace are required. Candidates must be willing to embrace the organization's commitment to being an anti-racist organization. Must maintain constituent (donors/volunteers/directors/employees) confidentiality and have reliable transportation to and from work.

This position requires:

- strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail, very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners, and donors
- expert level written and verbal communication skills
- demonstrated proactive approaches to problem-solving with strong decision-making capability
- emotional maturity
- highly resourceful team-player, with the ability to also be extremely effective independently
- proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response
- demonstrated ability to achieve high performance goals and meet deadlines
- forward looking thinker, who actively seeks opportunities and proposes solutions

This position requires a diligent effort to promote, protect, and enhance the reputation and image of RedRover and its brand attributes: **Caring, Respected, Unwavering, Inspirational, Vigilant.** Attitude and behavior should attempt to elicit a favorable reaction from the membership, volunteers, and the public and align with our mission and brand.

Equal Opportunity Employer: RedRover is an equal opportunity employer committed to diversity and welcomes all interested parties to apply. We will ensure that individuals with disabilities are provided a reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. If you require a specific accommodation due to a disability or a medical need, please include that in your resume materials. This ensures that the appropriate accommodations are in place during the hiring process.

Application Instructions:

Please email your cover letter, resume and preferred work schedule to employment@RedRover.org with "Membership Coordinator" in the subject line. Position will remain open until filled. Please follow these application instructions as only complete submissions will be reviewed and considered.