



Position Title: Membership Assistant

Job Type: Full-Time, Non-Exempt

Salary: Depends on Experience

RedRover is looking for an upbeat, dynamic Membership Assistant. The right candidate will have exceptional attention to detail, knowledge of databases and familiarity with SalesForce. The Membership Assistant must possess strong interpersonal skills, a demonstrated passion for helping people and animals and excellent organizational skills. The candidate will have the ability to work well on a team or work independently, with the unique skill to balance and prioritize multiple tasks in a fast-paced work environment while maintaining a positive and professional attitude and demeanor. The ability to accommodate animals in the workplace is also required.

Based in Sacramento, California, RedRover operates programs for animals in crisis across the nation 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 victims of domestic violence escape abusive environments with their pets; and RedRover Readers helps children explore the bond between people and animals, understand animal behavior and practice empathy skills through stories and discussion.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Perform single gift and batch data entry, including all donor information and any accompanying notes into a SalesForce database record
- Assist with preparing cash deposits
- Process acknowledgment letters, including updating SalesForce with new letters, printing them and ensuring they are mailed out in a timely manner
- Respond to general membership inquiries via email or phone
- Assist President and CEO and Managers with scheduling meetings and complete tasks related to quarterly Board of Director meetings
- Assist with answering the phones when Program Assistant is unavailable
- Perform other duties as assigned.

Qualifications

Database Knowledge, Self-Direction, Decision Making, Problem Solving, Process Improvement, Attention to Detail, Patience, Focus, Flexibility, Dependability

Education and/or Experience: A minimum of 2-years of college education; Bachelor of Arts degree preferred.

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. A passion for helping animals and people is also essential. Qualified candidates must also be willing to accommodate animals in the workplace, maintain confidentiality and possess a valid California driver's license, car insurance and reliable transportation.

Application Instructions

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