



Membership Assistant

Position Title: Membership Assistant
Reports to: Membership Manager
Scheduled Work Hours: Monday-Friday, 1-5 pm

Membership Support

- Provide membership support to donors.
- Answer phones and provide assistance to donors and potential donors regarding memberships, donations, thank-you gifts and other matters.
- Respond in a timely manner to member questions/concerns via email and phone.
- Update donor records accordingly.
- Complete membership database actions as required.
- Assist Membership Manager and colleagues as needed.
- Maintain integrity of membership database.

Matching Gifts (MG) Administration

- Manage approximately 220 MG companies, keeping an up-to-date log of all web addresses, usernames and passwords.
- Identify MG donors.
- Send letters to MG donors requesting employer forms or encouraging donors to submit online MG applications.
- Complete MG forms and return to MG companies for payment.
- Complete online verification of donor gifts in accordance with each company's MG program.
- Reconcile all MG checks to specific donor records.
- Send acknowledgements to each MG donor upon receipt of MG.
- Monitor aging of MG pledges for collectability; make adjustments and write-offs, as needed.
- Manage MG relationships in donor database and donor records.

Administrative Duties

- Open, sort, stamp and distribute all daily incoming mail.
- Provide assistance to the all employees, as needed.
- Participate in office projects and deadlines.
- Ensure that office equipment and lighting is turned off at the conclusion of each day.

Qualifications

- Excellent written and oral communications skills.
- Ability to interact positively and confidently with staff, donors and the community at large. Previous customer service experience a plus.
- Excellent computer skills including proficiency with Word and Excel. Experience with Raiser's Edge or other database systems a plus.

If you meet the stated qualifications, we welcome you to apply. Submit a cover letter, resume and references to the attention of Amy Raffo at the ETV Endowment of SC, 401 East Kennedy Street, Suite B-1, Spartanburg, SC 29302 or at araffo@etvendowment.org. EEOE.

Compensation is commensurate with experience. Candidates must successfully pass a drug screen and credit, driving record and criminal background checks.