



THE AMERICAN CHESTNUT FOUNDATION®

About TACF

Founded in 1983, The American Chestnut Foundation (TACF) is a nonprofit scientific research organization headquartered in Asheville, NC, with 16 volunteer state chapters and three regional science offices located in Charlottesville, VA, Burlington, VT, and State College, PA. We have planted and researched thousands of hybrid and wild-type American chestnut trees at our Meadowview Research Farms in SW Virginia, and through our work planted 500,000+ trees in over 500 orchards across the chestnut's native range.

TACF has more than 60 formal partnerships with academia, government agencies, and private landowners and is recognized as a lead organization for tree species restoration. 94% of our research and operations funding is through private philanthropic foundations and generous individuals dedicated to the restoration of the American chestnut to the Eastern U.S. forests.

Our Mission is to return the iconic American chestnut to its native range.

Our Vision is a robust eastern forest returned to its splendor.

TACF's Values: *Optimism, Patience, Science-Based Decisions, Integrity, Innovation, and Collaboration*

Position: Membership Coordinator

Full-time permanent position with a robust benefits package with hybrid work schedule options

Position Location: TACF National Office, Asheville, NC

Reporting to: Director of Donor Engagement

Salary Recruitment Range (DOE): \$46,000-\$52,000 – TACF is a living wage employer

TACF seeks a motivated full-time Membership Coordinator to grow and steward our support of more than 5,000 members. Reporting to the Director of Donor Engagement, the Membership Coordinator is responsible for all aspects of membership and customer service, including serving as the first point of contact for membership related questions, maintaining accurate records, tracking trends, and coordinating with the 16 state chapters' leadership. This position will also be responsible for working with TACF's Philanthropy Department to recognize potential within our membership for increased giving. The ideal candidate will have experience in the nonprofit sector and a strong commitment to service.

TACF's COVID Statement:

Due to the ongoing pandemic at the time of this job posting, TACF requires all employees to be fully vaccinated against the COVID-19 virus, unless a legal exemption applies. Dependent upon future interactions with the public or at professional meetings, mask-wearing may also be required.

General Responsibilities

- Maintain and analyze membership in DonorPerfect database, ensuring strong data integrity and accuracy complying with industry standards and TACF policies
- Process and distribute monthly reports to chapter leadership
- Develop and distribute compelling communications, including renewal and acknowledgement letters

- Collaborate with the Director of Donor Engagement to grow membership through innovative cultivation and programming
- Manage membership benefits and special projects, including annual membership seed distribution and the Wild-Type American Chestnut Seedling Sale
- Supply the Communications Department with updated mailing lists
- Provide the Director of Donor Engagement and President and CEO with member giving histories, donation analytics, and financial reporting as needed
- Develop and execute rejoin strategies and campaigns for lapsed members
- Collaborate with Director of Donor Engagement to define and fulfill donor thank you calls to build relationships with new and existing members
- Develop and maintain clear and engaging campaigns in TACF's ecommerce site, Givecloud
- Support the Director of Donor Engagement in identifying and tracking potential giving opportunities
- Assist the Operations Department with local and regional event planning as required
- Assist the Gifts and Records Specialist with merchandise and raffles
- Assist Gifts and Records Specialist with database entry and any other activity supporting membership record maintenance
- Reply to member inquiries, information requests, and concerns from current or potential members
- Collaborate with the Outreach Coordinator and Regional Science Coordinators on activities to increase engagement and promote revenue growth
- Support the Communications Coordinator with honoring Facebook fundraisers through personalized cards and incentives for members
- Practice and promote TACF's commitment to Justice, Equity, Diversity and Inclusion (JEDI)

This description is not designed to be a complete list of all duties and responsibilities required for this job.

Knowledge, Skills, Abilities

- Strong organizational skills that reflect the ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Strong interpersonal skills and the ability to build collaborative relationships with stakeholders, including Board of Directors, chapter leadership, volunteers, members, the public, and staff
- Ability to analyze data and understand giving trends
- Ability to think creatively and take initiative
- Exemplary written and verbal communication skills
- Demonstrated proactive approaches to problem-solving with strong decision-making capability
- Ability to work independently and take initiative on new projects
- Efficient in an environment with evolving priorities
- Proven ability to handle confidential information with discretion, adaptable to various competing demands, and demonstrate the highest level of customer service
- Knowledge of TACF and conservation is desirable

Qualifications

- Bachelor's degree preferred; an appropriate combination of education and work experience considered
- Working knowledge of database functionality required; DonorPerfect or similar donor management system is desirable
- Proficient in full Microsoft Office Suite and Google Suite, particularly Excel
- Event planning experience is desirable
- Comfortable with social media and other basic marketing platforms, including Doodle Poll, Survey Monkey, Constant Contact, or similar
- Experience with conferencing platforms, including Zoom and Google Meet
- Valid NC driving license and insurance
- Willingness to work some weekends and travel as required

Benefits

In addition to a great culture, TACF offers a robust benefits package to support employees and their families! Benefits include health, vision, dental, and life insurance, as well as flexible spending account (FSA) options. Benefits begin the first day of the month following hire.

TACF also offers a 403(b)-retirement plan, including 5% company match contributions after two years of service, to help your long-term financial plan grow quickly. In addition to thirteen paid holidays annually, TACF offers ten paid sick days and two weeks of paid vacation which increases with tenure and performance.

Application Process

Interested candidates must include an email address and phone number, and should email their resume, cover letter, and professional references to tacfjobs@acf.org with the job title in the subject line. No phone calls will be accepted. **Application close date is Thursday, June 30, 2022.** We will acknowledge receipt of all applications.

TACF is an Equal Opportunity Employer and is committed to providing an equal opportunity to all qualified individuals who are seeking employment, and to all current employees. A Justice, Equity, Diversity, and Inclusion (JEDI) ethic is a priority and is being continually integrated into TACF's corporate culture which is dedicated to supporting a diverse, inclusive workplace. TACF does not discriminate based on race, religion, color, sex, age, national origin, marital status, sexual or gender preference, veteran status, disability, pregnancy or related condition, ancestry, medical condition, physical handicap, or any other protected class or status.

TACF is a certified living wage employer dedicated to a just and sustainable economy.