



Position Announcement
Member Retention Coordinator

Summary

OPB is looking for an excellent communicator and savvy database user to focus on retaining existing members. This is a full-time, unrepresented, non-exempt, regular status position with benefits.

Position Details

Primary Duties/Responsibilities:

This position coordinates OPB and KMHD acknowledgement, renewal, cultivation and sustainer programs, focusing on retaining as many existing members as possible. This position also coordinates OPB pledge billing and credit card decline notifications, and oversees special projects & member events including OPB's Open House, Thank a Member Day, and other cultivation and stewardship activities. This position supports matching gift, employee giving, and vehicle donation programs.

Working Conditions:

This position spends the majority of time in the office during OPB's business hours (8-5, Monday through Friday) with extensive use of a computer and telephone. Evening or weekend work may be required to carry out events and meetings. Some activities may require moving up to 25 lbs. Some travel may be required. Occasional out-of-state travel may occur for conferences.

Required Qualifications:

- Two years professional experience working with a substantial workload with a high level of responsibility.
- Ability to appropriately handle highly confidential information and interactions.
- Superb customer service skills and ability to interface in a cordial, professional and well-informed manner with OPB donors, leaders and potential funders.
- Articulate and patient communicator with effective writing and copy editing skills.
- Fluent use of standard computer software tools in business applications (Microsoft Office) and effective database skills in or transferable to Team Approach (donor management system).
- Organized and meticulous, oriented to problem solving, teamwork, systematic thinking, constant pursuit of improvement.
- Adaptable, flexible, able to carry projects forward independently with appropriate direction and judgment.
- Must thrive in a fast-paced working environment, take initiative and balance multiple priorities with speed and accuracy.
- Enthusiasm for the mission of OPB.

Preferred Qualifications:

- Project management experience.
- Experience managing event logistics, coordinating event teams.
- Experience working with donors in a non-profit environment or high-level clients in a corporate work place.
- Experience in a Development setting.
- Bachelor's degree.
- Experience managing volunteers.

To apply:

- Please send an email or letter of interest requesting the instructions on how to apply for this position (Member Retention Coordinator) **and where you first learned of this job opening** to hr@opb.org or OPB Human Resources, 7140 SW Macadam Ave., Portland, OR 97219.
- Instructions on how to apply will be sent within 24 hours of receiving the letter of interest Monday through Friday. If a letter of interest is sent over the weekend or a holiday, application instructions will be sent by the end of the next business day.

Application Deadline

All application materials are due by:
June 10, 2015, 5 p.m. (Pacific Time).