



Position Announcement

Title: Membership & Operations Specialist

FTE / Status: Non-Exempt (Hourly), 20-40 hours per week depending on candidate and experience

Working Conditions: Remote

Remuneration \$21-25/hr

Benefits: Employees working full-time are eligible for benefits. Current benefit package includes: 15% non-elective contribution to a 403b retirement plan, access to a 70% employer covered medical plan, optional dependent medical, dental and vision plans at employee's responsibility, 100% employer covered short term and long term disability plans, generous time off and compensatory time-off policy with a flexible work schedule and opportunities for professional development.

Reports to: Membership & Engagement Director

Teams with: Executive Director, Finance Director, Stewardship Directors

About American Whitewater

American Whitewater is a national nonprofit 501(c)(3) river conservation organization founded in 1954 with approximately 7000 members and 100 local-based affiliate clubs, representing an estimated 80,000 whitewater enthusiasts across the nation. American Whitewater's mission is to protect and restore America's whitewater rivers and to enhance opportunities to enjoy them safely. The organization is the primary advocate for the preservation and protection of whitewater rivers throughout the United States, and connects the interests of human-powered recreational river users with ecological and science-based data to achieve the goals within its mission.

We are a small organization with staff living across the country in the communities where we work. We take a collaborative team-driven approach to projects but our staff are expected to be self motivated with an ability to work independently and think critically, while also being a good teammate. You don't need to be an expert paddler to work at our organization but we all have a passion for rivers and their responsible enjoyment.

Role Description

The Membership & Operations Specialist will primarily work with our Membership and Engagement Director to support the necessary programmatic, administrative, and data management tasks associated with maintaining and growing the organization's member and donor engagement strategies. Additional responsibilities will include administrative program support for regional stewardship staff and partnering with the Finance Director and Executive Director on special projects to support nonprofit stewardship and best practices. Although this is generally not an outward facing position, there will also be seasonal opportunities to provide live-event support both remotely and on-site. [Please see the full position description for details of essential job functions and activities.](#)

Skills and Qualifications

Our ideal teammate for this role will be detail oriented, well organized, and a proactive communicator who prioritizes good documentation, accurate records keeping, and upholding organizational systems. Someone thriving in this role will also enjoy supporting a diverse team, and those within it, to have the data and resources they need to make key strategic decisions and perform their work effectively and efficiently. Given the remote nature of our work, a candidate who is curious about and embraces technology as a tool for more effective work and collaboration will thrive in this position.

Successful applicants will have:

- Advanced level experience with Salesforce CRM including data entry, data hygiene, report and campaign creation and system administration. Salesforce Administrator Certification preferred.
- Three years experience in a professional operations or administrative support capacity
- Significant experience and desire to work with office management and collaboration software, and/or web platforms. Examples might include Google Workspace, Asana, Slack, Zoom, Powerpoint, Excel, Quickbooks, Shopify, Wordpress, etc.
- Enthusiasm for, and experience with, researching systems and technical challenges and presenting viable solutions

Job Environment & Working Hours

This is a fully remote position and the Specialist will be expected to work in a remote office environment. A small remote-office stipend, and phone reimbursement, is provided to cover basic monthly expenses associated with working remotely. There will be opportunities to travel and engage with other American Whitewater staff at events, staff planning retreats, board meetings etc. Expenses incurred as part of necessary work related travel are fully covered and reimbursable. This is an hourly position that depending upon the candidate's skills, experience, and availability, could be staffed at between 20-40 hours per week.

Diversity, Equity and Inclusion

American Whitewater strives to be a model of diversity and inclusion. Our directors, staff, volunteers and members reflect a diverse group, inclusive of different races, ethnicities, genders, sexual orientations, abilities and many other characteristics. We respect, value and celebrate the unique attributes, characteristics and perspectives that make us each individuals. We also believe that bringing diverse individuals together allows us to collectively and more effectively address the river stewardship issues we face. It is our aim, therefore, that our partners, strategies and investments reflect these core beliefs. Recognizing that our diverse membership, staff, partners, and stakeholders are the greatest asset we have, all staff, board, volunteers, and contractors acting on behalf of the organization are expected to uphold and reinforce a culture of inclusion, which is critical to our reputation and stewardship success.

Equal Opportunity Employer

American Whitewater is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind. American Whitewater strives to reflect our nation's diverse community in filling its employee positions as a means to provide equal

employment opportunities for all persons. All conditions of employment for all employees, including recruitment, placement, compensation, transfers, layoff and recall practices, fringe benefits, employee development and promotion, will be considered without regard to race, age, religion, national origin, color, political affiliation, sexual preference, sex, gender identity, marital status, familial status, ancestry, lawful source of income, or any other protected characteristic as outlined by federal, state or local laws.

How to Apply:

To apply Please submit a resume and cover letter to employment@americanwhitewater.org with the subject heading "Membership & Operations Specialist Application." We will not accept applications for this position after June 30th and will begin an initial round of interviews beginning in mid June for early applicants. For more information visit <https://www.americanwhitewater.org/employment>

Membership & Operations Specialist Position Description

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FTE / Status: [0.5FTE-1.0FTE | 20-40 hrs a week], Non-Exempt (hourly)

Working Conditions: Remote

Remuneration & Benefits: \$21-\$25

Reports to: Membership and Engagement Director

Membership Maintenance: (20%)

- Oversee all membership transactions through the AW website, mailed checks, and festivals.
- Handle all outreach communications including renewal notice emails and mailings.
- Take care of all membership tax receipts
- Process all incentive gift requests and pass along to fulfillment center
- Prepare a monthly membership report to track membership and analyze at the end of each year
- Manage Kayak Session memberships data exchange

Donors: (20%)

- Coordinate documentation and receipts of donation transactions, which includes but is not limited to donations from the AW website, mailed checks, charitable giving, workplace giving, stocks, cryptocurrency, etc.
- Create tax receipts for all donors where applicable
- Take care of communication with workplace giving donors to make sure they stay in the loop; check CFC website quarterly

Salesforce (20%)

- Salesforce System Administrator
- Find new strategies to keep a personal touch on a more automated membership management system in order to maintain a higher level of personal service
- Keeps tabs on Salesforce apps, upgrades and evaluate best practices that can make our workflow more efficient and manageable
- Prepare membership reports requested by Staff and Board for targeted Stewardship Outreach
- Prepare email lists for targeted Stewardship Outreach
- Help teach staff Salesforce best practices / update and prepare staff for platform updates

American Whitewater Journal (5%)

- Create AW Journal mailing lists for each issue of the AW Journal
- Maintain updated list of Affiliate Clubs for each Journal

Operations and Administrative Support (30%)

- Work collaboratively with the Executive Director and Finance Director on special projects, documentation, research projects, fulfillment of administrative requirements for grants, state and federal administrative and reporting requirements, etc.
- Work with the Pacific Northwest Regional director to manage operations and administrative tasks germane to project work in the Pacific Northwest Stewardship Region
- Other administrative and operations tasks or special projects as assigned

Organizational / Administrative Stewardship (4%)

- Uphold the mission, vision, vision and values of the organization both internally and externally
- Ensure the timely completion of timesheets, expense reports, and other administrative requirements
- Adhere to policies and procedures of the organization
- Support the evaluation of systems and processes and provide feedback on process improvements

Professional Development (1%)

- Stay up to date and proficient on technological tools, plugins, and assets that can help with systems relevant to the scope of this position