MEMBERSHIP COORDINATOR JOB DESCRIPTION

Title: Membership Coordinator
Reports to: Program Director for Membership and Fund Development
FLSA: Non-Exempt
Status: Regular Full-time
Location: San Francisco, CA

2021 UPDATE
JACL is looking for a Membership Coordinator with great people skills and who is good with numbers. Membership revenue accounts for approximately 30% of JACL’s annual budget. The membership coordinator will support volunteers, produce content, and coordinate membership campaigns. Candidates must display teamwork, an organized work style, and an interest in JACL’s mission. Candidates with fundraising or marketing experience are preferred but not required.

We offer a competitive salary and benefits with our headquarter office in the heart of SF Japantown with the option to occasionally work from home. During Covid-19, employees are able to work from home though this role requires occasional time in the office.

GENERAL SUMMARY
Under the general supervision of the Program Director for Membership/Fund Development, the Membership Coordinator will be responsible for developing and maintaining members and member services on a national level. Some work during evenings and weekends and travel required.

ESSENTIAL FUNCTIONS
Duties may include, but are not limited to the following:
- Manage JACL’s system of membership tracking to ensure timely and accurate information for fundraising as well as membership purposes.
- Provide timely assistance to JACL Chapters and Districts about their membership concerns.
• Organize, develop and document membership policies and procedures.
• Work with the Vice President of 1000 Club, Membership and Services and membership committee members.
• Ensure the timely scheduling of member and non-member mailings, including membership renewal notices, member cards, letters of acknowledgment, and more.
• Develop and maintain a periodic system of membership reporting for Chapters, Districts, and the Board of Directors.
• Develop and implement an annual program for chapters to retain lapsed members, acquire new members, and upgrade current members.
• Develop enticing membership content including handbooks, brochures, landing pages, email blasts, letters, etc.

**OTHER RESPONSIBILITIES**

• Serve as staff liaison for the National Youth/Student Council.
• Support Program Director for Membership/Fund Development on fundraising projects.
• Support the JACL National Convention team by administering chapter credentials.
• Performs other duties and handles other responsibilities as directed by the immediate supervisor or the Executive Director.

**REQUIRED EDUCATION, TRAINING, EXPERIENCE**

• Associate’s degree in a related field, or equivalency, plus two years of related experience or Bachelor's degree in a field of study which may include but is not limited to, nonprofit management, business, marketing, sociology, social work, Asian American studies.
• Experience working with database or CRM software such as Salsa Labs or Raiser’s Edge.
• Proficient with manipulating spreadsheet-based software, such as Microsoft Excel or Google Sheets.

**ADDITIONAL SPECIFICATIONS**

• Two years of work experience, especially at a similar non-profit.
• Excellent interpersonal and organizational skills.
• Attention to detail.
• Computer programming and graphic design skills are a plus.
• Successful completion of the probationary period.
• Be physically able to perform job duties including some lifting (up to 50 pounds) and bending.
• Some work after routine work hours and weekends may be required.
• Strong interest in JACL’s mission.
The qualifications listed above are guidelines for selection purposes. Other combinations of education and experience which could provide the necessary knowledge, skills and abilities to perform the job may be considered.

Competitive salary commensurate with experience and excellent fringe benefit package. Email resume and cover letter to pozaki@jacl.org. For questions, contact Phillip Ozaki at pozaki@jacl.org or 773-816-1318.

ADDITIONAL INFORMATION

The Japanese American Citizens League ("JACL") is committed to providing qualified individuals with disabilities reasonable accommodations to perform the essential functions of their jobs. Additionally, if you (or another applicant of whom you are aware) require assistance accessing or reading this job posting or otherwise seek assistance in the application process, please contact the business manager at busmgr@jacl.org.

JACL provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to sex, sex stereotyping, pregnancy (including pregnancy, childbirth, and medical conditions related to pregnancy, childbirth, or breastfeeding), race, color, religion, ancestry or national origin, age, disability status, medical condition, marital status, sexual orientation, gender, gender identity, gender expression, transgender status, protected military or veteran status, citizenship status, genetic information, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Nothing in this job posting or description should be construed as an offer or guarantee of employment.