



Position: Membership Administrator
Job Description: Administer multiple aspects of our membership program.
Date: 01/20/12

Our Mandate:

- ❖ Rescue, rehabilitate and care for injured, orphaned, abandoned, unwanted and abused or neglected exotic birds
- ❖ Operates successful adoption/foster care programs
- ❖ Educate the public in the care and keeping of exotic birds

Our Mission Statement:

Greyhaven is a non-profit society specializing in parrot rescue, refuge and adoptions whose purpose is to enhance the quality of life for companion birds through rehabilitation, compassion and the education of the general public in the care of exotic birds.

Thank you for taking the time to help a great organization and the birds in our care.

*The Board of Directors~
Greyhaven Exotic Bird
Sanctuary*

Primary Function:

- ❖ Securing new memberships
- ❖ Renewing lapsed memberships (email, letter, phone calls)
- ❖ Manage membership database
- ❖ Coordinating and overseeing membership events
- ❖ Providing customer service to Greyhaven's membership constituency

Responsibilities:

The Membership Administrator is responsible for:

- Processing membership applications
- Responding to application requests in a timely manner
- Completing verification process for new applications
- Entering new members in membership database
- Entering changes to member information as appropriate
- Maintaining accuracy and quality of data in membership database by entering address and status changes
- Create and manage recruitment and retention efforts
- Create a member drive to solicit new members
- Develop messaging for new, lapsed, renewal and upgrade solicitations
- Manage the membership database ensuring the membership fundraising schedule & acknowledgement program
- Responsible for fulfilling Greyhaven's membership benefits
- Assisting with the planning of membership events and providing customer service to Greyhaven's membership base
- Responsible for querying, coding, and tracking solicitations and key conversations with members with the goal of retaining, growing and deepening Greyhaven's relationships with its members
- Membership Administrator must be available to attend key Greyhaven events
- The Membership Administrator will work with Greyhaven Directors as needed or assigned

Job Duties and Tasks:

Knowledge:

- Excel spreadsheet
- Must be able to work independently
- Outgoing, flexible and friendly are essential attribute
- Excellent communications skills

Experience:

- Full training will be provided

Hours:

- As required

Please send resume to info@greyhaven.bc.ca – Subject: Membership Administrator