

Membership and Communications Manager

Wood River Women's Foundation

Based in Ketchum, Idaho

The Opportunity

The mission of the Wood River Women's Foundation (WRWF) is to amplify the power of women's collective giving to support the Wood River Valley's non-profits and create positive change in our community. We accomplish our mission through pooled grant-making by enhancing the resources available to local nonprofits, facilitating their missions and enriching the quality of life in our community. What began as a conversation between two women on a Sun Valley, Idaho chairlift in 2005 has transformed into a thriving resource for women and nonprofit organizations in the Wood River Valley. This role is vital to supporting the WRWF mission and purpose and provides you the opportunity to work with local women philanthropists and non-profits.

The Role

The WRWF Membership and Communications Manager serves a critical role of connection and communication between WRWF and its members. This role involves significant member relations responsibilities including communication with existing members and new member prospects as well as management of the membership database. Other key responsibilities include partnering with the Board to ensure smooth operations, event support and office administration.

A successful candidate will be self-motivated, a natural learner, proactive, communicate effectively, detailed, thorough, and able to multitask with a strong emphasis on organization, prioritization, and an unwavering attention to detail. The role is key to the operational success of WRWF and thus, should be excited about contributing to the Foundation's mission.

Key Areas of Responsibility

Member Relations & Management

- Serve as a positive and helpful point of contact between WRWF and its members
- Assist members with registration, renewal, member portal, navigating the website, receiving emails, adding / dropping from events, etc.
- Process new member applications and refer to committees for next steps
- Maintain membership lists, manage membership data in the WRWF customer relationship management (CRM) software

Member Communication & Events

- Work in partnership with the WRWF Communications Committee to draft engaging member communications including the NewsBrief member newsletter
- Develop and maintain membership communication templates (emails, letters, etc.)
- Coordinate requested website changes and updates with vendors or internally if possible
- Support in the planning and communication of key WRWF events including the State of the Valley Winter Forum and the annual member meeting

- Maintain a master calendar of all committee meetings, Board meetings, Membership events and Grant Cycle milestones, flagging when there are several or overlapping events
- In collaboration with the Communications Committee and respective team leads, create online events in the WRWF CRM, prepare and distribute e-invitations, and manage registrations.
- Attend key WRWF member events to provide event support, greet members and assist with check in

Board and Committee Support

- Keep the Board informed of key operational or membership issues and provide insight for improvements in process and policy
- Maintain the Board calendar, create and send Consent Agenda templates to Board members; assist Board President with key stakeholders and communications
- Assist with scheduling Committee meetings, send relevant documents (DocuSign, Zoom links, etc.)
- Support the Grants Team leadership as needed throughout the grants process cycle

Financial Administration

- Receive and track member dues and donations
- Ensure timely payments to vendors and others as needed
- Maintain accounting records: record all financial transactions (income and expenses) in Quickbooks, reconcile bank statements monthly, provide monthly financial statements for the Finance Committee, and assist with annual audit

Office Management

- Manage office software and hardware
- Maintain relationships with Zions Bank management for the two leased office spaces; coordinate conference room reservations
- Pickup mail from post office, distribute accordingly
- Answer phone, retrieve voicemail and emails, forward messages to appropriate Board members and committee chairs
- Manage the day-to-day office activities, ensure organizational files are well maintained and organized, prepare and circulate correspondence to relevant stakeholders, maintain office supplies
- Keep abreast of local non-profit news and maintain key relationships

Experience & Attributes

- Preferably 3+ years of professional experience
- Highly proficient with technology and willingness to learn new systems; proficiency in Google: Gmail, Google Drive, Google Docs, Google Sheets; NeonOne (CRM) experience preferred
- Social media and/or website management experience a plus
- Experience with managing financial statements and Quickbooks a plus
- Engaging and creative written and verbal communication skills;
- Desire to learn more about non-profit administration and governance
- Displays professionalism in communication with internal and external partners

- Independent worker with strong organizational skills, ability to prioritize and balance multiple projects, switches easily between tasks while maintaining strong attention to detail
- Ability to maintain confidential information

This is a year-round, salaried position. A part-time schedule would be considered based on qualifications. Compensation will be dependent on the schedule and experience. Benefits include:

- Paid federal holidays including Christmas Day, Thanksgiving, New Years Day, Labor Day, Memorial Day, Juneteenth, Independence Day, Columbus Day, Veterans Day
- Paid-up WRWF membership

The WRWF work schedule is Monday through Friday from 9am-5pm. Flexible and remote schedules are permitted, however, attendance in the office at least once per week and at events which may be outside official working hours is required.

The Wood River Women's Foundation is an Equal Employment Opportunity employer. We are committed to providing equal opportunity for all employees and applicants. We value and desire a diverse workplace. All qualified candidates will receive consideration for employment without regard to race, color, religion, sex, national origin, or disability.