



**Position: Membership Coordinator**

**Location: Asheville, NC**

The American Chestnut Foundation (TACF) is a nonprofit conservation, education, and scientific organization with one of the most ambitious rescue missions in the natural world: return the iconic American chestnut to its native range. Founded in 1983 and based in Asheville, NC, TACF and its 16 state chapters are working to restore the American chestnut tree to eastern forests.

**Our Mission** is to return the iconic American chestnut to its native range

**Our Vision** is a robust eastern forest returned to its splendor

**TACF's Values:** Optimism, Patience, Science-Based Decisions, Integrity, Innovation, and Collaboration

### **Position Summary**

The Membership Coordinator reports to the Director of Development and is responsible for overseeing all membership operations and related customer service functions. This position serves as the primary point of contact for membership inquiries and plays a central role in maintaining accurate records, reporting trends, and supporting engagement across TACF's 16 state chapters.

The Membership Coordinator manages membership data and reporting in TACF's DonorPerfect (DPO) database, supports membership communications and renewals, and coordinates key annual initiatives, including the Seed Level Membership seed distribution and the wild-type seedling sale. This role works closely with the Development Team to support donor stewardship, data integrity, and membership growth and retention strategies.

**Position Location:** Asheville, North Carolina

**Reporting to:** Director of Development

**Salary Range (DOE):** \$50,000-\$60,000

**Work Environment:** On-site with hybrid flexibility

### **Roles and Responsibilities**

#### *Time Allocation*

- Reporting and Data Management: 40 percent
- Membership Coordination and Customer Service: 30 percent
- Magazine Support: 10 percent
- Development Assistance and Administration: 20 percent

#### *Membership Operations and Customer Service*

- Serve as the primary contact for membership inquiries, requests, and concerns
- Provide professional, high-quality customer service to members, donors, volunteers, staff, and the general public
- Develop and distribute monthly membership renewal reminders via email and mail
- Sign and personalize acknowledgment letters for membership gifts between \$300 and \$500
- Organize and execute an annual summer rejoin campaign

#### *Reporting and Database Management*

- Prepare and distribute monthly membership summary reports for all 16 state chapters
- Maintain the accuracy, integrity, and hygiene of the DonorPerfect database
- Enter membership donations and related acknowledgments in DPO
- Run quarterly “Missing GPA” reports and collect GPAs from new members
- Compile and share monthly membership statistics and trends with staff
- Notify the Development Team of potential major donor prospects identified through membership activity

#### *Programs and Publications*

- Organize and manage the annual Seed Level Membership seed distribution
- Assist with the annual wild-type seedling sale in coordination with the membership team
- Provide accurate mailing lists and tribute summaries for each issue of *Chestnut* magazine
- Compose and coordinate magazine advertisements related to member incentives
- Collect, track, and summarize budget data related to magazine production, membership renewals, seed distribution, and membership income

#### *Development and Team Support*

- Assist with gift processing data entry as needed
- Collaborate with the Director of Development on membership growth and retention strategies
- Serve as Development Team project manager for chapter seed and seedling promotions
- Assist with board and committee meetings, event planning, and the annual raffle
- Provide backup support for Constant Contact updates, magazine reporting, and membership reporting
- Lead special Development Team projects, including board-related membership initiatives and special mailings
- Perform additional duties as assigned by the Director of Development

#### **Qualifications and Skills Required**

- Strong organizational skills with the ability to manage multiple priorities and maintain excellent attention to detail
- Demonstrated ability to provide exceptional customer service and handle confidential information with discretion
- Strong interpersonal skills and the ability to build collaborative relationships with board members, chapter leaders, volunteers, donors, and staff

- Ability to analyze data, identify giving trends, and translate insights into actionable recommendations
- Excellent written and verbal communication skills
- Proactive problem-solving skills, sound judgment, and the ability to work independently
- Proficiency in Microsoft Office, particularly Excel

### **Preferred Skills**

- College degree preferred
- Experience with DonorPerfect or another nonprofit CRM system strongly preferred

We know that strong candidates come from diverse backgrounds and may not meet every qualification listed. If you're excited about this role, we encourage you to apply.

### **Physical Requirements**

- Required to sit or stand for over 2/3 of the day
- Occasionally required to walk
- Occasionally required to use hands to finger, handle, or feel
- Occasionally required to reach with hands and arms
- Occasionally required to bend, lift, or climb
- Occasionally required to lift light weights (less than 20 pounds).
- Specific vision abilities required for this job include: close vision, distance vision, ability to adjust or focus

*The ideal candidate must be able to complete all physical requirements of the job with or without a reasonable accommodation.*

### **Other Requirements:**

Candidates must be 18 years of age or older to apply.

You must be legally authorized to work in the United States to be considered for this role.

Must have a reliable form of transportation.

### **Benefits**

Benefits include health, vision, dental, short and long-term disability, and life insurance, as well as flexible spending account (FSA) options. Benefits begin the first day of the month following hire.

TACF also offers a 403(b)-retirement plan, including 5% company match contributions after two years of service to help your long-term financial plan grow quickly. In addition to at least 12 paid annual holidays, TACF offers ten paid sick days and two weeks of paid vacation which increases with tenure and performance.

### **Application Process**

Interested candidates should apply by completing [this form](#) and should include submission of a cover letter, resume, and references. The application **deadline is Friday, February 27<sup>th</sup> at 5:00 PM EST**. TACF

will acknowledge receipt of all applications. Note that we are not accepting phone inquiries regarding this position, so please do not contact TACF via phone.

*TACF is an Equal Opportunity Employer and is committed to providing an equal opportunity to all qualified individuals who are seeking employment, and to all current employees. It is the policy of The American Chestnut Foundation to provide equal employment opportunity to all Team Members and applicants for employment and not to engage in discrimination against or harassment of any persons employed or seeking employment on the basis of race, color, national origin, religion, sex, gender, gender expression, gender identity, pregnancy, physical or mental disability, medical condition (e.g., cancer-related or genetic characteristics), genetic information (including family medical history), ancestry, marital status, age, sexual orientation, citizenship, or service in the uniformed services (as defined by the Uniformed Services Employment and Reemployment Rights Act of 1994<sup>1</sup>) as well as state military and naval service. All Team Members, regardless of the classification or position, are considered employed "at-will." This means employment may be terminated at the will of the Team Member and/or the Company at any time; with or without cause and/or with or without notice. No officer, agent, representative, or Team Member has any authority to enter into any Agreement with any Team Member or applicant for employment on other than on an at-will basis.*