Brookline Bird Club
Membership Coordinator Job Description
2/9/26

The volunteer Membership Coordinator is a critical role for operation of the club. This position maintains the club's membership database using the civiCRM customer relationship management software integrated with the BBC website.

Tasks include:
- Maintain civiCRM membership database membership accounts
- Maintain civiCRM groups used for mailing lists
- Provide address lists for physical mailings (Blue Books; membership meetings)
- Postal mail material to new members and members renewing after expiration
- Sends email blasts using civiCRM encouraging membership renewals
- Work with treasurer to reconcile monthly Stripe payment system reports
- Provide cash and check payments to treasurer for deposit
- Prepare periodic reports to the Board of Directors
- Help troubleshoot membership issues
- Attends Board and membership meetings
- Help with set up at public events (requested of all board members)

Standard operating procedures are available for all of current processes.

Estimated that work routinely averages about 3-5 hours weekly. More time might be required during the fall to early winter membership renewal season.

Technology
   General
- Good knowledge of spreadsheets (Excel or other)
- Detailed training on the use of CiviCRM and Stripe for Reports will be provided.
- Experience with customer relationship management software a plus.

   CiviCRM Responsibilities (access through brooklinebirdclub.org website)
- Create and maintain appropriate SmartGroups for mailings
- Create, maintain, and use existing reports to manage new and renewing memberships
- Maintain an accurate and correct membership database
- Respond to individual member queries about status of membership and donations
- Prepare group mailings to members whose membership is expiring to encourage renewal
- Collaborate with Chief Technologist with use of CiviCRM when issues arise

Stripe, payment processing tool (website use)

- Confirm payment and charges in response to member queries
- Support Treasurer monthly reconciliation of Stripe reports recording payments received from members

Excel (or other spreadsheet) tools

- Periodically (generally weekly) process membership reports including donations
- Periodically prepare address lists for physical mailings (approximately 8 per year)
- Periodically prepare reports for the Board (approximately 4 per year)

Misc

- Work with Chief Technologist to ensure that all renewal reminders email blasts to BBC membership are emailed promptly via CiviCRM**,** our customer relations management system
- Work with Chief Technologist to support users of the online payment platform Stripe for events, field trips, or dues

Clients

- Support Board and Committees maintaining SmartGroups for use in all club mailings and emailings
- Support Blue Book editor and printer representative with address lists for physical mailings using the format specified by the printer in an Excel spreadsheet
- Supports members mailing checks for membership or other purchases

Possible Project initiatives

- Work on streamlining and further automating processes

Qualities

- Creativity for dealing with new problems
- Must by organized and detail oriented
- Must be familiar with computers with a basic understanding of managing data on a computer
- Must have an understanding of data privacy principles and implement these when working with member information