



SEA TURTLE PRESERVATION SOCIETY

Membership Coordinator – Job Description

The Membership Coordinator is responsible for overseeing the Membership Program and may or may not serve on the Board of Directors. The Membership Coordinator is responsible for ensuring the following tasks are complete using the membership email and the membership management software program. The coordinator may also recruit volunteers to help with tasks.

Responsibilities of the Coordinator

- Monitor membership email.
- Responds to emails in a timely manner that require a reply or action.
- Update new and renewal memberships on a weekly basis into the membership software.
- New and renewal memberships are mostly done online through the membership software program by the member without any input by the coordinator.
- Offline new and renewal purchases will be rung on registers by gift shop staff.
- Gift shop staff will send receipts and all information regarding the membership purchase to the membership email.
- Coordinator will update the membership software using the information sent from staff.
- May have to communicate with Gift Shop Manager and/or Treasurer to help with refunds or issues with membership purchases.
- Alert the board of any board member with a dropped membership status
- Send membership report to the STPS Board of Directors before each board meeting.
- Actively pursue opportunities to distribute membership information and encourage new or renewed memberships.
- Periodically review the membership software to merge duplicate contacts/memberships
- Periodically may have to communicate with membership to ensure accurate information is in the membership software.
- For meetings that require membership votes coordinator will either verify or organize volunteers to help verify membership before the meeting starts
- Serves as backup to the secretary to send out monthly membership meeting reminder if the secretary is unable to do so.