

DOGPAW
Board Member–Director of Membership Administration
Job Description

Role Summary:

Work with Board of Directors to manage the upkeep of the membership database program and communicate with members. **Dedicate at least 5 hours per week to your DOGPAW role.**

Specific duties of the Director of Membership Administration

- Update and maintain the membership database, regularly running the duplicate manager to combine duplicate accounts.
- Create monthly email audience lists of (a) individuals whose last donation was 11 months ago and (b) those whose last donation was 12 months ago. These will be used to send email reminders that their renewal is coming up or that their membership has expired.
- Create and/or run automated reports such as year-end numbers, new and renewed members for mailings, expired memberships, etc.
- On a monthly basis, generate email audience lists of those donor members who have given money but have not received an acknowledgement. There are 4 types: donors who we can email a tax acknowledgement to, donors who have not given us an email address to whom we need to send a written acknowledgement, donors who have given through a workplace and should be thanked but not given a tax receipt, and donors who have made major donations who should be thanked specially by the Board or Board President.
- On a monthly or as-needed basis, enlist a committee of volunteers to mail out membership items for new and renewal members and process mailing tax acknowledgments.
- Help members or prospective members with any problems with their account and communicate promptly to questions.
- Work with the IT Director to troubleshoot the program, if needed.

General Board of Director Expectations:

- Support the Mission Statement of DOGPAW.
- Actively engage and recruit volunteers to participate in DOGPAW.
- Work as a part of a cohesive team with common goals.
- Share your skills and expertise.
- Respect and support the majority decisions of the Board.
- Volunteer and assist in DOGPAW's volunteer engagement programs and activities, include fundraising efforts.
- Participate actively in Board meetings, actions, fundraisers and public events.
- Have no more than three (3) consecutive unexcused absences from board meetings.
- Represent all whom this organization serves, not a particular park, geographic area, or interest group.
- Remain aware of the activities that are planned and make yourself available to participate.
- Declare conflicts of interest as it pertains to your position on the Board and abstain from voting when appropriate.
- Do your best to ensure that DOGPAW is well-maintained, financially secure, and always operating in the best interest of the community.

General Board of Director Rules:

- There will be no criticizing of fellow Board members or their opinions in or out of the Board meetings.
- There will be no use of the organization for personal advantage or that of friends or relatives.
- There will be no discussion of the confidential proceedings of the Board outside the Board room.