About Houston Audubon
The mission of Houston Audubon is to advance the conservation of birds and positively impact their supporting environment. Our vision is the creation of a healthier, natural environment and a more beautiful place to live by leading and nurturing a community which values and supports birds. A strong member and volunteer-based organization with a deep heritage in the region, Houston Audubon is among the largest and most active Audubon chapters in the nation. As an accredited land trust, Houston Audubon owns and manages 17 properties spanning more than 3,400 acres of piney woods, coastal prairies, beaches, marshes, and even salt dome habitats. Headquarters for Houston Audubon is located in West Houston near the Energy Corridor.

Job Summary
The Community Engagement and Member Services Coordinator will function as the liaison between Houston Audubon and its members as well as plan and execute community and member events. The Coordinator will provide essential administrative support including data entry and external correspondence. This position reports to the Development Director.

Essential Duties and Responsibilities:

- Providing exceptional customer service to members for all questions and requests
- Processing new and returning membership payments and donations
- Preparing acknowledgements, receipts, and membership marketing materials
- Maintaining and updating membership records
- Providing regular communication and updates to members
- Implementing strategies for membership retention and acquisition
- Collecting data, tracking membership statistics, and preparing reports
- Coordinating with the accounting department to track membership revenue
- Organizing events and activities for existing and prospective members
- Planning, promoting, and executing community awareness and engagement events, speaker events, and member events
- Embracing the Houston Audubon mission and consistently communicating message to internal and external customers in a positive, enthusiastic manner
- Other duties as assigned as a key member of the Development Team
Education and Experience:

- Bachelor’s degree with a minimum of 1-2 years of administrative-related work experience, preferably with a non-profit organization

Knowledge, Skills, and Abilities:

- Knowledge of database management and experience in data entry
- Customer service oriented with excellent interpersonal, verbal and written communication skills
- Demonstrated organizational and time-management skills with an ability to adapt to change in a fast-paced work environment; work with tight deadlines; and give attention to detail within multiple projects
- Ability to think creatively and take initiative
- Strong administrative and organizational skills
- Proficiency in Microsoft Office Suite, particularly Word, Excel, and Outlook
- Awareness of and commitment to wildlife conservation

Salary and Benefits

This is a full-time exempt position located at Houston Audubon’s Headquarters located at 440 Wilchester Blvd in the Edith L. Moore Nature Sanctuary. Occasional evening and weekend work required, reliable transportation is necessary.

Please email resume to afriend@houstonaudubon.org