



**Title:** Associate, Member Services

**Salary:** \$40,000 - \$47,500

**Reports to:** Reports to VFN's Director of Member Networking & Learning

**Location:** VFN is a virtual organization. While staff members may live and work from anywhere, preference is for Virginia residence.

**Apply:** Please submit a resume and cover letter in addition to completing the [application](#).

**Website:** [www.vafunders.org](http://www.vafunders.org)

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### About VFN:

The Virginia Funders Network (VFN) is newly-formed statewide membership association comprised of more than 100 philanthropic organizations working to improve quality of life in the Commonwealth. Each year, our members invest more than \$250 million to support Virginia's most pressing community needs in areas such as education, health, housing, economic vitality, and social justice. VFN enhances the effectiveness of our members' work through networking, collaboration, learning, and leverage.

### Position Description:

VFN's Associate, Member Services will manage the administrative activities of the organization, including maintaining the master calendar, assisting with the planning and execution of more than 75 events and meetings per year, supporting the administration of the annual membership campaign, and working closely with staff to provide support and services to members.

This is a great opportunity for a candidate looking to get into the field of philanthropy, who is interested in helping build a new nonprofit organization, and who wants to work with a small but mighty team of professionals dedicated to building a connected, collaborative philanthropic community that advances opportunities for all Virginians.

#### **Scheduling** (30% | 12 hours/week)

- Maintain the VFN master calendar and support the VFN staff, Advisory Board, Networking Group co-chairs, and various committees with scheduling and coordinating more than 75 events, meetings, and programs per year.

#### **Member Programming** (30% | 12 hours/week)

- Supports the Director, Member Networking & Learning with designing and implementing member programs and services, including event scheduling, logistics and communications. This could include, for example:
  - o using doodle polls to find convenient dates for speakers and volunteer leaders and sending calendar invitations
  - o setting up zoom events, webinars, and registration pages
  - o managing and tracking registrations in Zoom and Salesforce and producing rosters for staff and speakers
  - o drafting event agendas and meeting materials
  - o drafting event reminders and follow-up communications

- sending pre- and post-event evaluations in Survey Monkey, and helping to capture and share key take-aways with the full membership (as appropriate).
- Supports the CEO, meeting planner, and Committee with the planning and execution of VFN's Annual Conference (in person) and Annual Meeting (virtual).

#### **Membership Administration** (30% | 12 hours/week)

- Responsible for VFN's membership administration, including tracking dues payments and annual contributions, processing gift acknowledgements, logging member information into Salesforce, and sending new/renewing member welcome communications.
- Supports the annual membership renewal campaign, including working with VFN's Salesforce consultant to create the campaign in Salesforce, producing and sending invoices, sending renewal reminders, etc.
- Tracks member information in Salesforce and provides accurate and timely membership reports to the CEO and staff.
- Accurately tracks member information and records in Salesforce and ensures the online member directory is updated annually.

#### **Marketing & Communications** (10% | 4 hours/week)

- Works with VFN team and vendors to ensure that website and social media content is relevant and fresh.
- Helps produce *Network News*, VFN's twice-monthly newsletter, and manages the distribution list.
- Helps manages VFN's various email listservs.

#### **Qualifications:**

- While a degree is not required, prior experience in philanthropy or a related field is helpful.
- An efficient organizer, who schedules meetings for VFN, its Advisory Board, and its CEO
- An affable personality, who can work with both staff and volunteer leadership and assist as needed to plan more than 75 events, programs, and meetings per year
- A willing learner, who eagerly accepts new challenges and engages in finding solutions
- A multitasker, who possesses skills in technology, database management, administration, and communications
- A good writer, who takes minutes in meetings and maintains the VFN's official record
- A self-starter, who is adept at working remotely and accomplishing tasks in a timely manner
- A team player, who understands that on a small team operating virtually, everyone needs to pull together to meet the ever-evolving demands of a vibrant member-serving nonprofit.

#### **Physical Requirements**

- Ability to function in a standard office setting.

#### **Work Environment**

- Predominately work from home.

#### **Travel**

- Occasional travel for conferences, meetings, and special events within the state of Virginia.