Membership Services Assistant

Population Connection is seeking an experienced member services assistant. The membership department is responsible for all member services activities, including processing donations and annual membership dues.

Primary responsibilities involve processing a high-volume of data entry, administrative support for membership retention, service, and acquisition; and database management of member services requests via mail, email, telephone customer service and performing a variety of other administrative tasks.

Skills and Experience
- Associate's degree or equivalent required.
- Typing speed between **55** and **80** words per minute
- 3-5 years of experience in a member or client services capacity or environment with high volume data entry/database management experience
- Experience working in a membership services organization/division of a non-profit organization or association is highly preferred.
- Advanced skills in Microsoft office applications and web-based programs
- Proven membership or fundraising database experience—Money Maker preferred (e.g. netFORUM, iMIS, Aptify, WildApricot, Raiser's Edge, Donor Perfect)

Competencies and Personal Qualities
- Able to work independently, prioritize projects, and manage time efficiently.
- Willingness to be part of a team where collaboration is essential to our success.
- Well-developed problem solving and organizational skills. Must be able to handle multiple projects, tasks and deadlines with ease and at the same time be flexible and adapt to changing work priorities.
- Passion for the mission and programs of Population Connection.

Physical Requirements
Work is performed in a regular office environment, with extensive use of computer and phone. Work hours are 9 am to 5 pm.

Benefits include comprehensive medical benefits, generous annual and sick leave, 11 paid holidays, 401(K) plan with up to 6% match, and subsidized Smart Benefits.

Work in a collegial and supportive environment, 3 blocks from Farragut North/West Metro. To apply, please send your resume and cover letter with salary requirements to **jobs@popconnect.org**. *Reference Membership Assistant in subject line.*

Principals only. No phone calls please. Population Connection is an equal opportunity employer.