



Member Communications Assistant (Part-Time)

with the Delaware Riverkeeper Network, a nonprofit environmental organization

Posted May 1, 2024

The Delaware Riverkeeper Network (DRN), based in Bristol, PA, is committed to creating an inclusive community of staff and volunteers that is representative of the Watershed we serve. In doing so, we are better able to champion the rights of our communities to a Delaware River and tributary streams that are free-flowing, clean, healthy, and abundant with a diversity of life. We know through experience that different ideas, perspectives, and backgrounds create a stronger voice for the River.

DRN, a grassroots, regional, nonprofit working to protect and restore the Delaware River, is seeking a Member Communications Assistant (Part-Time) to work in our office center in Bristol, PA.

Description:

The Member Communications Assistant will help foster connections with DRN's members and volunteers. This position is responsible for ensuring timely consistent and reliable communications with members. This position works in a collaborative environment to advance a membership and fundraising program, guided by the Delaware Riverkeeper and the Director of Grants and Operations.

Reports to:

Director of Grants and Operations

Key responsibilities:

- Member services, including interacting with DRN's members, answering member questions, and responding to member requests for information.
- Ensure timely, personalized, and accurate communications with donors, including follow-up calls as needed.
- Process gift acknowledgements. Maintain records of donor acknowledgements.
- Ability to maintain confidentiality of sensitive information.
- Work directly with the Office Support Manager on account merchandise fulfillment.
- General office work, including sorting mail, and answering calls and emails
- Other duties as assigned.

Valid driver's license and good driving record is required. Ability to travel around the Watershed is required. Some evening and weekend work required.

Qualifications:

- Minimum 2 to 3 years of experience in member or customer services.
- Team player capable of working independently with minimal oversight.
- Detail-oriented, organized, efficient, and flexible.
- Good written and oral communication skills.

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- Excellent computer skills including Microsoft Office and Google Suite.
- Work experience in the nonprofit sector, preferably in the environmental field.

Salary:

\$15.00 - \$20.00 / hour

Benefits:

Flexible schedule

Expected Hours:

10 hours per week. Our office hours are Monday through Friday from 9:00am to 5:00pm. Must be able to work 2 to 3 days per week, in-person (We can be flexible on the specific 2 to 3 days per week the candidate would prefer to work).

Location:

The position is based in DRN's main office in Bristol, Bucks County, PA.

Application Procedure:

Submit cover letter, resume, names and contact information for three references, and at least one writing sample.

Please send email with the required attachments to the attention of Hiring Manager at resumes@delawareriverkeeper.org.

Email subject line should read, "Member Communications Assistant." No telephone calls.

Timeline

Applications will be reviewed on a rolling basis until the position is filled.

Essential Functions of Position and Working Conditions:

- Physical ability to perform the essential functions of the job, including some physical work, with or without reasonable accommodations.
- Constantly required to remain in a stationary position and operate standard office equipment, such as a computer, phones, photocopiers, printers, and fax machines.
- Ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- Occasionally required to move files, open filing cabinets and position self as necessary.
- Work will be primarily indoors, in an office setting.

The employee must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. DRN retains the right to change or assign other duties to this position.

DRN is an equal opportunity employer.

- Work directly with the Office Support Manager on account merchandise fulfillment
- Maintain records of donor acknowledgements
- General office work, including sorting mail, and answering calls and emails
- Member services, including interacting with DRN's members, answering member questions, and responding to member requests for information