



## Membership Specialist

The Wisconsin Bike Fed seeks a Membership Specialist to help manage and grow our membership base throughout the state of Wisconsin. The Membership Specialist will report to the Membership and Communications Manager and be based at our downtown Madison office. This is a terrific entry-level opportunity for the right candidate who is passionate about bicycling and learning the operational facets of a small nonprofit organization from the ground up.

The Membership Specialist's chief responsibilities include:

- Timely entry and updates of member records in the Bike Fed's database
- Accurate processing of payments including memberships, donations and fees
- Preparation and distribution of all printed material for membership fulfillment, donation acknowledgments and special orders
- Prepare and email monthly renewal notices
- Generate a variety of Salesforce reports, as needed, for Bike Fed team members
- Day-of assistance with a variety of Bike Fed special events and programs

Required qualifications

- Expertise in mail merge using Microsoft Office applications
- Database / CRM admin experience
- Attention to detail
- Customer service skills via phone, email, in-person engagement
- Ability to manage several ongoing projects, set priorities and follow through

Helpful skills and experience

- Familiarity with nonprofit organizations
- Experience with Salesforce.com, Classy, and/or MailChimp

The position calls for a highly organized, outgoing self-starter who is comfortable working in a high-paced environment and has a knack for friendly customer service. This position is currently a part-time, hourly opportunity (salary range \$17-\$20/hr) with potential for future growth. Some evening and weekend work is required around special events. The position is based at Bike Fed's Madison office, but occasional travel to Milwaukee and other event sites around the state may be required throughout the event season.

To apply, email a cover letter and resume by Wednesday, April 17, 2024 to [info@wisconsinbikefed.org](mailto:info@wisconsinbikefed.org). Resumes will be reviewed, and interviews scheduled, on a rolling basis.