JOB TITLE	Membership & Retention Manager		
REPORTS TO	Vice President of Philanthropy		
BASED AT (OFFICE LOCATION)	Boise, Idaho or Remote USA		
REGULAR/TEMPORARY	Regular	**FULL/PART-TIME**	Exempt

MISSION
Conserving Birds of Prey Worldwide

WORK WITH US
For over 50 years, The Peregrine Fund has worked to conserve birds of prey. Addressing threats such as pollution, deforestation, and human-wildlife conflict is key to supporting the world's 561 species of raptors and the ecosystem upon which we all rely. As top predators, raptors serve as indicators of ecosystem health while providing essential services like rodent control and disease prevention through carrion removal. The Peregrine Fund relies on science to assess extinction risk and causes of decline to allocate resources effectively while engaging local communities in comprehensive, collaborative conservation solutions, unique and innovative to each region. Key achievements include removing the Peregrine Falcon from the U.S. Endangered Species List, helping restore the Mauritius Kestrel population from just four wild birds, and identifying and addressing the drivers of the Asian Vulture Crisis. Current projects span dozens of countries, including community-based conservation in Madagascar, doubling the known Ridgway's Hawk population on Hispaniola, and managing California Condor recovery efforts in the American West.

Our employee benefits program plays a vital role in demonstrating our commitment to our employees. We are pleased to offer eligible employees a benefits program that is comprehensive and among the best among our peer institutions, including a 403(b) retirement program as well as health, dental, vision, life, and long-term disability insurance.

The Peregrine Fund is an Equal Opportunity Employer. We ensure all qualified applicants will receive consideration for employment without regard to age, race, color, religion, gender, sexual orientation, gender identity, national origin, disability, or veteran status.

The successful applicant will be required to complete a background screening before a final offer of employment is made.

POSITION SUMMARY

The Membership and Retention Manager is responsible for developing, implementing, and growing The Peregrine Fund's membership program and the retention of members and donors giving under $1,000 per gift, including recruitment, engagement, renewal, and upgrades. This position works closely with the Senior Digital Producer as one direct response program for members and small-dollar donors, and will work across departments under the direction of the Vice President of Philanthropy to increase investment in our mission worldwide.

Strong writing and dependable deadlines are central to this role. The Membership and Retention Manager drafts the appeals, renewal notices, emails, and member communications that keep members engaged, working with the Senior Digital Producer and Communications, who review and finalize them. The role also keeps a year-round campaign calendar on schedule.

There is a high level of confidentiality in working with donors and donor records, and the Membership and Retention Manager must maintain the highest of professional standards. Working with the Constituent Relationship Manager, the Membership and Retention Manager also provides support for the management and integrity of donor data and all

processes related to membership-level constituents. This includes, but is not limited to: member and donor records, mailing lists, email lists, and reports. This position will also work with the Communications team to engage members with The Peregrine Fund's story and create dynamic content for members to bring them closer to TPF and deepen their engagement.

ESSENTIAL FUNCTIONS

The Membership and Retention Manager is responsible for recruiting new members and retaining and stewarding members and donors giving under $1,000 per gift. This includes developing and managing membership drives, planning membership events, and creating and implementing outreach strategies to expand our membership and grassroots donor base. With the Senior Digital Producer, the Membership and Retention Manager will jointly lead membership and small-dollar campaigns, including Idaho Gives, Giving Tuesday, End of Year, the Spring Appeal, and the Pre-Calendar Mailer, using on-site, direct mail, email, and media marketing to increase donor involvement and level of support. Working under the guidance of the Vice President of Philanthropy and with the Development Team, the Membership and Retention Manager will be instrumental in developing membership and engagement strategies.

RESPONSIBILITIES AND SCOPE

- Manages member communications and relations, drafting clear, compelling appeals, renewal notices, emails, and member communications for review by the Senior Digital Producer and Communications.
- Plans and manages campaign timelines so that mailings, emails, and renewals go out on schedule.
- Manages year-round renewals by mail and email, including monthly emails to members in renewal and annual auto-renewal, and tracks, evaluates, and reports the results of all membership activities.
- Works with the Vice President of Philanthropy and the Senior Digital Producer to implement and evaluate membership growth strategies.
- Jointly leads recurring giving, recapture of lapsed members and donors, and the welcome journey for new members and donors.
- Designs membership benefits and coordinates fulfillment with the Constituent Relationship Manager.
- Observes trends in members' giving history and recommends actions to keep them engaged.
- Uses location to improve member acquisition and recapture, since many member benefits are Boise-based.
- Sends personal thank-yous for first gifts and renewals.
- Ensures open collaboration with World Center for Birds of Prey director and staff for all membership related strategies and business processes.
- Manages Fall Flights member offers, markets World Center for Birds of Prey events to members, and supports the annual Condor release event. Identifies members ready to give at the Leadership Council level ($1,000 to $9,999) and supports the Leadership Council strategy led by the Vice President of Philanthropy and team.
- Manages all aspects of workplace giving campaigns.
- Provides Communications with accurate information on membership campaigns, promotions, and events for the website and social media.
- Provides gift entry and CRM support to the Constituent Relationship Manager when needed, and works with Accounting to ensure financial tracking of membership.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

- Bachelor's degree and/or at least four years' experience working in fundraising for an established nonprofit, with a proven record of successful solicitation and growing donor relationships.
- Excellent writing and editing skills, with the ability to produce clear, persuasive copy for appeals, emails, and member communications.
- Proven ability to meet deadlines, set and achieve goals, and manage several campaign timelines and priorities at once.
- Organized and detail-oriented, with the ability to adapt to changing circumstances.
- Strong oral communication and interpersonal skills, with the ability to quickly build rapport and credibility.

- Proficiency in Microsoft Office and experience with a CRM or donor database.
- Ability to maintain confidentiality and discretion with donor records.

PREFERRED QUALIFICATIONS

- Lives in or surrounding areas of Boise, Idaho.
- Experience with EveryAction, and with mail merges in Word and Excel.
- Experience collaborating on annual reports and donor features.
- Passion for birds of prey.

WORKING CONDITIONS

Work is performed primarily indoors in an office setting. The employee may be required to travel to membership events by car or commercial aircraft.

COMPENSATION

- Salary $60,000 - $68,000 (commensurate with experience)

HOW TO APPLY

Send via email a single file attachment (PDF preferred) including a cover letter, resume, and contact information for 3 references to: employment@peregrinefund.org. Title “LastName_FirstName_MembershipandRetention_Manager” and include the job title you are applying for in the subject line.