THE TEXAS TRIBUNE

(https://www.texastribune.org/)

Membership Coordinator

Austin, TX (http://maps.google.com/maps?q=919+Congress+Ave+Austin+TX+USA+78701) • Development and Growth

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Job Type

Full-time

Description

The Texas Tribune (http://www.texastribune.org/) is hiring a Membership Coordinator to help grow and retain our membership through digital fundraising campaigns and excellent donor service. This is a hands-on role for a mission-driven professional eager to connect our work with the readers who make it possible.

The Tribune, the state's go-to source for Texas politics and public policy news, is an established leader in digital journalism, devoted to informing and engaging Texans through in-depth investigations and explanatory guides, as well as with rigorous enterprise, breaking news and beat reporting informed by data.

Our nonprofit newsroom covers a range of topics, including public and higher education, health and human services, immigration and the border, politics and threats to democracy, urban affairs, as well as climate, energy and the environment. We produce robust, nonpartisan journalism in a variety of formats — including data visualizations, easily searchable databases, and editorial events — bringing greater transparency and accountability to public policy, politics and government.

Members (https://give.texastribune.org/campaign/814363/donate?c_src=website&c_src2=footer) make our journalism possible. The Membership Coordinator executes day-to-day acquisition, retention and customer service for Tribune members to achieve ambitious goals in support of our $14M organization. Working primarily on gifts under $1,000, you'll work on campaigns across email, site and social; keep our customer relationship management (CRM) systems accurate; and turn data into clear insights that grow revenue and community.

Your work will be critical to supporting our mission and ensuring we can continue to serve Texans with factual, nonpartisan news.

This position reports to the Director of Membership and Individual Giving and works closely with other members of the Development and Growth team, as well as the Tribune's Audience team.

Salary will vary according to experience; the minimum is $62,000.

The role will require some travel within Texas.

Responsibilities

- Support the membership programs across the organization, including the Tribune and local newsrooms, primarily composed of supporters who give under $1,000, to meet annual revenue and member goals.
- Lead digital fundraising campaigns across email, website and social media to acquire new donors, retain existing members and increase recurring giving.
- Assist with strategy that communicates the Tribune's mission, impact and work.
- Provide prompt and professional customer service for members and ensure member records are regularly updated. You will be the first point of contact for our members and own the inbound communication.
- Represent membership at in-person events across the state.
- Produce and present reports on progress, using data to help inform your decision-making.
- Document processes and stay apprised of industry best practices.

Qualifications

- At least two years of experience working in nonprofit journalism, development/philanthropy or related industries
- Skilled in managing program activities and timelines from idea generation to execution
- Proficiency in digital fundraising and/or marketing in email and social media campaigns
- Customer service skills through email and on the phone
- Excellent verbal and written communication skills
- A positive, self-starter attitude with the ability to work independently and collaborate with various stakeholders
- Meticulous attention to detail and the ability to juggle multiple projects simultaneously
- A creative thinker who can generate innovative ideas to connect with readers and grow our membership base
- An interest in Texas politics and policy

Preferred Qualifications

- Experience running a membership program or annual fund for a nonprofit
- Proficiency in CRM software (Salesforce)
- Familiarity working with an Email Service Provider (Beehiiv)

- Experience using Excel or similar tools to analyze campaign performance and donor data.

We know there are great candidates who won't check all of the boxes, and we also know you might bring important skills that we haven't considered. If that's you, don't hesitate to apply and tell us about yourself.

Location
We would prefer the Membership Coordinator to be based in the Austin area but will consider candidates living in other parts of Texas. The Texas Tribune office is located in downtown Austin, steps away from the Texas Capitol.

Benefits
This job is full-time and has the following benefits:

- Medical, vision and dental insurance
- A cellphone stipend
- 20 days of paid time off each year
- Up to 16 weeks of paid family leave, plus four weeks of additional job protection
- 401(k) matching
- Support for professional training and attending industry conferences
- Remote work flexibility

How to Apply
Submit your application with a résumé and cover letter summarizing your previous experience and why you want to work at our award-winning news organization. We will review applications as we receive them at least through **December 6th,** and we will continue to consider candidates as long as the posting remains live on our jobs page. (http://www.texastribune.org/jobs/) The Texas Tribune is an equal opportunity employer and values diversity. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status. We can't wait to hear from you!

About The Texas Tribune
At the Tribune, our mission is to pursue the truth so Texans can shape our future. We envision a Texas where the work of self-government is enabled by accurate information. In that, everyone can ask questions, hold leaders accountable for outcomes good or bad, and participate fully in shaping our policy agendas. We value excellence, independence and curiosity. We hold power to account, and we hold ourselves to the same standards. And we aim to participate constructively, not scoring cheap points or ignoring the humanity of our audience, our team or the people we cover. In order to do so, we want our newsroom and our coverage to reflect Texas by including a wide range of perspectives from people of different backgrounds, ideologies and experiences.

Learn more about The Texas Tribune here. (http://www.texastribune.org/about)

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