



Phinney Neighborhood Association
Membership & Communications Manager Job Announcement, 1.0 FTE
May 2021

Phinney Neighborhood Association Mission

The mission of the [Phinney Neighborhood Association \(PNA\)](#) is to build, engage, and support our diverse community through programs, services, and activities that connect neighbors and foster civic engagement.

Position Overview

The PNA is committed to building a culture of equity and inclusion, believing that a diversity of staff, Board, and programming is essential to achieving our mission. We are looking for someone who is willing to work with *and* challenge this organization and the community to be our most respectful, accepting, and sympathetic selves.

PNA seeks a dynamic Membership & Communications Manager who is excited by PNA's mission and values. This is a full-time exempt position in which the staff member will split efforts 50/50 evenly between membership and communications projects. The individual will revise, implement, and manage a strategic membership plan and oversee all activities related to the recruitment and retention of PNA's individual members. This position is also responsible for supporting the Association's marketing and communications efforts. This position requires skills in social media management and content creation and a high level of comfort with computers and software. There is the option to work in-office and remotely, with schedule coordinated with supervisors.

This position reports to the Communications Director and the Community Engagement and Development Director.

Essential Responsibilities

Membership Responsibilities

- Manage member stewardship and renewal processes, including processing memberships, renewal notices, welcome letters, and membership cards
- Establish and track the household membership budget
- Coordinate new member recruitment and outreach
- Maintain membership database, including data entry and the training and supervision of data entry volunteers
- Oversee processing and timely acknowledgement of donations, including matching funds and workplace giving
- Work with program staff to ensure program participant memberships are current
- Coordinate membership renewal through drives and phone-a-thons
- Plan and execute the annual Membership Meeting Pancake Breakfast event
- Coordinate and lead membership orientations, four or more times per year

Communications Responsibilities

- Assist with the implementation of the Association's marketing/communications
- Produce content for PNA e-mail marketing efforts, including update emails, newsletter, and other e-communications as needed
- Manage, monitor, and produce content for all of PNA's social media platforms, including Facebook, Instagram, Twitter, and LinkedIn, including sourcing/creating images and creating Facebook events
- Respond to and manage social media messages and comments, as needed

- Keep PNA website events calendar and other information current and relevant; manage online submission processes such as calls for art and event/class registrations
- Assist with website updates
- Assist with online class and event registration, including creating pages for web registrations, troubleshooting, assisting staff with reporting
- Proofread and copy edit outgoing communications

Qualifications

- Working knowledge of membership organizations
- Proven experience managing social media
- Website editing experience preferred—WordPress a plus
- Familiarity with database management—Salesforce a plus
- Excellent writing and editing skills with an eye for detail
- Team-orientation and appreciation for community-building mission of the PNA
- Strong interpersonal communication skills
- Outstanding ability to multi-task and work independently in an open office environment
- Creative thinking and ability to develop new strategies for membership growth
- Strong familiarity with the Microsoft Office Suite (Outlook, Word, Excel)
- Aptitude and willingness to learn new technology/software
- Budget management experience a plus
- Graphic design skills, especially Adobe InDesign experience a plus
- Ability to bilaterally translate a non-English language a plus

Compensation

This is a 1.0 FTE exempt position primarily Monday through Friday, plus some evenings and weekends, paying \$50,000-52,000/year DOE. Benefits include: health insurance; 401(k) plan with employer match; long-term disability insurance; a flexible spending account; self-paid Aflac products; a free PNA household membership with reduced costs for classes and room rentals; 3 weeks personal time off the first year, increasing annually; Christmas Eve – New Year’s Day off; and 8 paid holidays (total paid time off first year: 5.5 weeks). We offer a convivial, positive, and flexible working environment. The PNA is an Equal Opportunity Employer working towards a culturally diverse work place. The PNA is an Equal Opportunity Employer working towards a culturally diverse work place. People of color, queer, gay, lesbian and/or bisexual people, transgender, genderqueer and/or non-binary folks are encouraged to apply. Applicants representing the diversity of our community are encouraged to apply.

About the Phinney Neighborhood Association

Headquartered in a former elementary school, the PNA has developed an active community center that not only serves as a focus of the Phinney/Greenwood neighborhood but offers programs and activities that reach far beyond the immediate neighborhood, at five different sites in Phinney, Greenwood, and Ballard. Current programs include four preschool cooperatives, a licensed preschool and school age program at Whittier Elementary School, a hot meal program, the Greenwood Senior Center, PNA Village, an art gallery, a tool lending library, a business membership program, family memberships, room rentals, and countless special events that bring friends and neighbors together. We co-sponsor a summer farmers market and weekly contra dancing and folk music concerts. The PNA serves over 27,000 people each year, has 60 staff, 1,300 volunteers, and an annual budget of \$2.5 million.

To Apply

Please email a cover letter indicating your interest, how you meet the minimum qualifications, and a resume to apply@phinneycenter.org. Preference will be given to candidates who apply by June 4, 2021 at 5 pm.

Questions can be directed to Leslie Hamilton, Community Engagement and Development Director, at leslieh@phinneycenter.org