



Job Announcement: Membership and Knowledge Coordinator

Release date: January 24, 2023

Updated: February 8, 2023 to include COVID vaccination policy

[Funders Together to End Homelessness](#) mobilizes its members to use philanthropy's voice, influence, and financial capital to end homelessness by creating and advancing lasting solutions that are grounded in racial and housing justice, driven by love and disruption, and centering people with lived expertise.

Funders Together is the only philanthropic membership organization devoted to ending homelessness in the United States. We serve as a vehicle for members to be part of a broader movement and bring greater financial and intellectual resources to end homelessness and move toward housing justice, and we support the field of philanthropy by providing critical learning and networking opportunities around best practices and innovation to ensure investments are maximized. Funders Together is an entirely remote organization, and all staff work from home unless traveling for work.

Working at Funders Together: Funders Together is a small and mighty team that is deeply dedicated to housing and racial justice. We strive to be bold in our words and actions to push for transformational change and, while we believe in meeting our members where they are on their learning journey, we are committed to not leaving them there. We admit to not having all the answers and are committed to learning alongside our members and partners in the field.

As a deeply collaborative team, we have structured roles and responsibilities so that each staff person understands how their work is connected to and impacts the work of others. As a result, we have built a flexible team where information is shared openly and where staff can step in to support their colleagues when needed. We hold compassion and empathy for ourselves and each other, while being honest and direct and operating with integrity.

Funders Together generally holds "core hours" between 10am – 4pm, Monday through Friday for collaborative work with staff and partners. That said, Funders Together recognizes that the nature of business and life sometimes necessitate working a different schedule. Staff are encouraged to manage their own time to fulfill their responsibilities. As a remote organization, staff are expected to have a work setup that allows them to successfully meet job requirements.

COVID-19 Vaccination and Masking Policy: Employment with Funders Together is conditional on full COVID-19 vaccination and remaining up to date on COVID-19 booster vaccinations, with exceptions for documented medical exemptions or religious accommodations. Because this role requires attendance at events and meetings that often require being vaccinated and up-to-date on booster

shots and following masking requirements, Funders Together considers both vaccination and willingness to wear a mask necessary to perform external job functions.

Membership and Knowledge Coordinator

The Membership and Knowledge Coordinator is a critical member of the team, and their charge is to help the organization track information and to use that knowledge to inform membership processes, programming, and communications. The Coordinator owns the membership renewal process and systems for collecting information, such as using Salesforce, to track program attendance and to help the organization make more strategic decisions.

A successful Membership and Knowledge Coordinator is detail-oriented, double-checks their work, and loves organizing information and sharing their insights with others. They have a strong ability to understand people's needs, goals, and motivations and to translate that into problem solving, whether that means responding to a member question or connecting a task to a larger vision. The Coordinator is highly organized and adopts a "can do" approach to learning new things, ranging from learning to use Salesforce to understanding the homelessness and housing systems.

Primary Responsibilities

Membership

- Manage and execute the membership renewal process, including managing the renewal workflow, drafting and sending membership renewal letters, logging payments, and sending thank you letters.
- Lead the strategy for tracking membership engagement through Salesforce and support staff in entering membership engagement records in Salesforce.
- Maintain up-to-date membership records and work closely with the Director of Membership and Programs to onboard new members, review membership lists, and use membership reports to inform engagement strategies.
- Engage members and prospective members to understand their work and motivations, as well as to help them feel connected to our network.

Knowledge Management

- Collect and enter data in Salesforce on programming and program attendance and synthesize information for strategic planning, board and grant reports, and other internal learning needs.
- Ensure the maintenance of a complete, accurate, and up-to-date database through regular user, process, and data reviews and improvements. Support staff in using Salesforce effectively to capture information and onboard new staff when there are changes to knowledge management systems.
- In collaboration with the Chief Strategy Officer, participate in the United Philanthropy Forum's Knowledge Management Collaborative to continually improve how we capture and use information based on learnings from the field.
- Lead or support other knowledge and technology-related projects, such as supporting a transition to MailChimp or to a new web platform.

Other Administrative Responsibilities

- Support the CEO and Chief Strategy Officer in filing and executing paperwork for grants, and draft thank you notes for all grants and other financial contributions (donations, dues, etc.)
- Support the CEO and Chief Strategy Officer in scheduling board meetings, board committee meetings, and other occasional meetings. Update Board of Directors records and other board information when needed.

Experience, Skills, and Qualifications

- Must be detail-oriented and highly organized, and able to produce work that is accurate and error-free when errors can be prevented.
- Proficient in or ability to learn quickly with technology, including:
 - Proficient with Microsoft Office, including Word, Excel, and Outlook
 - Experience with Salesforce or other customer relationship management software
 - Familiarity with Zoom, Doodle polls, Google forms, and other software
- Able to learn quickly and a willingness to learn new skills or knowledge related to both Funders Together's content areas (racial justice, homelessness, philanthropy) and new technology (such as Salesforce and NationBuilder).
- Able to work in a fast-paced environment and be able to prioritize tasks in order of importance and urgency. The Coordinator handles work projects that is both planned (for example, sending membership renewal letters every month), and emergent (for example, responding to member requests), and the ability to manage both is important.
- Able to take initiative and work independently to complete tasks, while being committed to teamwork and proactive communication with colleagues.
- Excellent critical-thinking skills and an ability to synthesize information and problem solve.
- Undergraduate degree or 2-5 years relevant work experience.
- Committed to the social and racial justice mission of the organization. We don't expect the Coordinator to know everything, but we do expect a willingness to learn and ask thoughtful questions.

Exceptional candidates will have:

- Familiarity or knowledge of the homelessness and housing systems
- Started on their personal learning journey related to racial equity and justice
- Experience using Salesforce or other similar technology
- A history of producing detail-oriented, high-quality, and consistent work and strategies for keeping track of tasks
- The ability to see the big picture and connect the dots between staff, members, partners, projects, the news, etc., as well as the ability to ask thoughtful questions for the sake of deeper understanding.

Compensation

Status: Full time, salaried, exempt

Reports to: Director of Membership and Programs

- Salary:** \$50,000 - \$55,000, paid twice monthly
- Benefits:**
- Three weeks of paid time off (increases to 4 weeks after 2 years), 12 paid holidays, and 15 paid sick days
 - Paid parental leave and short- and long-term disability leave
 - Health, dental, and vision insurance (80% employer paid), as well as flexible spending accounts (health, dependent care, and commuter)
 - 5% employer contribution to 403b beginning the month following one-year work anniversary (employee can contribute immediately)
- Location:** Virtual; Must be able to work in and be based in the U.S., with a willingness to travel an average of 4-8 times a year
- Start date:** As soon as possible; applications will be reviewed on a rolling basis and interested candidates are encouraged to apply early.

How to Apply

Funders Together to End Homelessness is an equal opportunity employer with a strong institutional commitment to the recruitment and retention of a diverse and inclusive staff. We encourage people with lived experience of homelessness and housing instability to apply.

Please send a PDF of your cover letter and resume to Stephanie Chan, Chief Strategy Officer, at stephanie@funderstogether.org. In your cover letter, please answer these two questions:

1. What top three skills or characteristics do you possess that would enable you to be successful in this role?
2. How do you approach acquiring or using new knowledge?

Applicants will be considered on a rolling basis, and we encourage interested candidates to apply early.