

Membership Administrative Assistant
Junior League of Chicago
Chicago, IL



Background: Founded in 1912, the Junior League of Chicago (JLC) is an organization of women whose mission is to advance women’s leadership for meaningful community impact through volunteer action, collaboration, and training.

The JLC has approximately 900 members across Chicagoland who provide tens of thousands of volunteer hours each year to empower families—especially women and girls from historically under resourced communities—through hands-on mentoring, advocacy, and education in our three signature issue areas of Literacy, Meeting Essential Needs, and Violence Prevention & Awareness.

Position Summary: This hybrid, part-time position provides administrative support across all aspects of the JLC’s operations, including projects related to JLC Headquarters, JLC-wide communications, and member data management. This role reports directly to the JLC’s Operations Director and will collaborate with the Operations Director to ensure that the JLC’s operations are efficient and carried out in a way that represents the mission and strategic plan of the organization.

Job Responsibilities:

Membership

- Manage the Membership Database (Currently Digital Cheetah, migrating to Member Essentials in the Summer of 2024)
 - Maintain all membership records, including demographic data, dues payments, member statuses, volunteer placements, and tracking of volunteer activity points
 - Set up, update, troubleshoot issues, and run various modules within the Membership Database including:
 - Intake (prospective member tool)
 - Placement and Placement Matching
 - Forms
 - Awarding points to members
 - Dues Configuration, including managing installment plans
 - Obligation Configuration
 - Query Tool, etc.
- Provide reporting and data to members and staff based on Digital Cheetah records
 - Utilize the Query Tool and Excel to provide members and leadership with information and metrics related to members and member activities
- Manage the Annual Dues Renewal Process
 - Setup Dues schedule and standardized communications to members
 - Adjust the Digital Cheetah Dues Configuration Module as necessary and handle all dues payments that fall outside of the normal process
- Act as primary liaison on JLC Staff to the Membership Council
 - Serve as a resource via phone or email for member and prospective member questions and requests for information
 - Work with the Transfer Committee to process incoming Transfer members and onboard them into the JLC system

Development

- Support JLC volunteers to successfully produce well run fundraising events for the JLC, including silent auctions, raffles, and similar event components
 - Accept and track deliveries for events, and
 - Manage event equipment and supplies stored at headquarters
- Support use of OneCause (fundraising software) for fundraising activities
- Produce monthly, weekly, daily, or ad hoc reports for leadership to support donor management and fundraising
 - Reconcile and manage in-kind donations
- Manage the online store and event ticket sale pages, annual fund donations, merchandise and other fundraising purchases
- Track corporate matching donations and investigation of donations in order to award fundraising credit for Members

General

- Communicate with members of the Junior League of Chicago, including the Board of Directors, Executive Committee, Vice Presidents and Chairs, as well as donors and sponsors
- Attend and work all fundraising and general meeting events and provide on-site support with door ticket sales, silent auction and raffle check out, and other support as needed
- Process credit card payments for various JLC items, including dues payments, events and donations
- Manage the online league-wide volunteer calendar sign-ups. Input attendance and provide RSVP information to appropriate event leaders. Produce reports as necessary.
- Provide general support and back-up support to JLC Headquarters staff
- Set up emails in Mailchimp and post pre-approved content on social media sites (LinkedIn, Facebook, Instagram)
- General administrative tasks including answering phone calls, responding to voicemails, greeting visitors

Skills/Qualifications:

- Attention to detail and accuracy
- Ability to work independently as well as in a team environment
- Strong technical, analytical, and problem-solving skills
- Exceptional communication and organizational skills with strong editing and writing skills, including a demonstrated ability to act professionally in verbal and written correspondence
- Excellent project management skills (timeline, budget, procedure, reporting, evaluation) and a sense of urgency with the ability to meet deadlines, multitask, and provide effective follow-up with staff and volunteers
- Flexibility to work independently as well as the ability to communicate across teams and work with a diverse organization of individuals
- Exceptional computer skills, ideally with proficiency in:
 - Microsoft Office Suite applications, including Teams, SharePoint, Word, Excel, PowerPoint, and Outlook
 - Newsletter communication tools (MailChimp)
 - Social media sites including Facebook, Instagram, and LinkedIn
 - A database management system, such as Digital Cheetah or Member Essentials

- A fundraising software, such as OneCause
- A donor management system, such as Little Green Light
- Online meeting software including Zoom and Microsoft Teams
- An online billing platform, such as Stripe

Experience:

- Minimum of two to five years of relevant membership, development, or administrative experience, preferably within a nonprofit organization

Education:

- High school diploma

Location:

- Position is hybrid with in-person work at the JLC Headquarters in the historical Gold Coast of Chicago, located at 1447 North Astor Street, Chicago, IL 60610.

Compensation and Hours:

This position is part-time, averaging 15-20 hours/week. Pay starts at \$23/hour, commensurate with experience.

The role is hybrid and we are open to candidates looking for a combination of traditional business hours as well as non-traditional hours (evenings/weekends). Must have availability to work some evening and weekend hours, as needed. Throughout the year, position requires in-person and virtual day-of support for up to four evening/weekend League-wide member events as well as four in-person, evening/weekend signature fundraising events. Additional hours (no more than 30 hours/week) may be required to support weeks including League-wide member or signature fundraising events.

Staff enjoys generous paid vacation leave. This position is eligible for retirement benefits after 1 year of employment.

To apply, please submit your resume and cover letter to jlcemployment@jlchicago.org. No phone calls please.

The Junior League of Chicago is an equal opportunity employer and offers a competitive salary and benefits package. We welcome applicants from diverse backgrounds.