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Position: Advancement and Store Associate  
Reports to: Charitable Gifts and Events Manager

Date: January 2022  
FLSA: Non-Exempt

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The New York-New Jersey Trail Conference is committed to building a culturally diverse organization whose employees are committed to ensuring that the joys of nature belong to everyone, regardless of race, ethnicity, gender, gender identity, age, disability, national origin, or religion. The Trail Conference seeks a full-time Advancement and Store Associate to support our front desk/reception operations, retail operations and manage our member-donor database.

The Trail Conference's 30,000+ person community—volunteers, customers, donors and more— is essential to the organization's success and this position is vital to supporting this community. The Advancement and Store Associate also plays a key role in ensuring our popular maps and books reach thousands more throughout the region.

The Advancement and Store Associate's responsibilities include administering our retail operations, data entry, data management, answering and directing telephone calls, and supporting the daily operations of the Trail Conference's headquarters.

Responsibilities:

#### Front Desk Support

- Sort mail and batching of received checks and credit card transactions.
- Answering phone calls and taking and delivering messages.
- Monitoring and ordering inventory for office and break room supplies.
- Managing incoming and outgoing mail and packages.
- Managing several front desk support volunteers and their assignments.
- Greeting customers and visitors to the office, ensuring guests are comfortable and connect to the appropriate office personnel.

#### Order Fulfillment

- Receive and process incoming publications and other sale orders (by phone, mail, online and in person) from both retail and wholesale customers.
- Accurately and efficiently pack and ship publication and product orders.
- Create and maintain customer and vendor accounts determining customer classification and status, calculating discounts, tax, and shipping charges.
- Prepare invoices and ensure timely and accurate processing, posting and reconciliation of all invoices, payments, and receipts.
- Generate monthly and ad hoc sales reports.
- Keeping an inventory of store supplies and ordering new materials as needed.

#### Data management

- Perform data entry for membership and contributions (address changes, reprint cards, update privacy preferences, life changes).
- Support Advancement Team by providing data set exports for philanthropic appeals and campaigns.
- Responsible for monthly renewal and lapsed membership emails and physical mailings.
- Send gift acknowledgements, premiums, and membership cards.
- Coordinate and support data entry volunteers.

## Buildings and Grounds

- Working with Finance and Operations Department to identify any facility needs.
- Assist Finance and Operations team on larger projects and assist with vendor coordination.

### Desired Qualifications:

- Prior experience working with CRMs and data systems is required.
- Ability to problem solve and work independently.
- Strong computer skills mandatory.
- Flexibility and the ability to prioritize new tasks as they come in.
- Excellent written and verbal communication skills.
- Customer service experience a plus.
- Strong organizational and time management skills and ability to manage multiple projects at one time.
- Ability to effectively interact with people from diverse cultural, socioeconomic, and ethnic backgrounds.
- Ability to listen, give, and take feedback and learn.
- Valid driver's license and reliable transportation.

### Work Environment:

While the Trail Conference encourages and supports remote and hybrid work arrangements to allow staff members to fulfill some or all their duties from an off-site location, the Advancement and Store Associate's responsibilities require them to be physically present in our headquarters in Mahwah, NJ. We have taken precautions to safeguard our employees and the public during the past two years, including limiting the number of occupants in our headquarters and adhering to local, state, and federal health guidelines.

The Trail Conference believes that the joys of nature belong to everyone, regardless of race, ethnicity, gender, gender identity, age, disability, national origin, or religion. We pledge to uphold equality in our hiring and employment practices and to create an environment where everyone, from any background, can do their best work.

### Compensation:

The salary range is between, \$35,000 and \$40,000 and commensurate with experience. The Trail Conference proudly provides a full range of benefits including employer subsidized health care, matching 403(b), complimentary membership, eighteen+ paid vacation, nine paid sick days, and twelve paid holidays.

### Application:

To apply, please submit the following items via email attachments (start all attachment file names with your last name) to [jobs@nynjtc.org](mailto:jobs@nynjtc.org), subject line: *Advancement and Store Associate: "Your Last Name."* All application materials will be kept confidential.

1. A professional resume.
2. A cover letter addressing your interest and qualifications.
3. Contact information for three references.

This position is available until filled. Candidate interviews will begin immediately and continue until an offer is made. No calls, please. Check [www.nynjtc.org/job-openings](http://www.nynjtc.org/job-openings) to determine if the position is filled.

### Employment Opportunities

The New York-New Jersey Trail Conference provides equal opportunities to all employees and applicants for employment without regard to race, religion, color, age, sex, national origin, sexual orientation, gender identity, genetic disposition, neurodiversity, disability, veteran status, or any other protected category under federal, state, and local law.

### About Us

For more information about the New York-New Jersey Trail Conference, please visit <https://www.nynjtc.org/about-us>