

Job Title: Membership & Office Assistant

Organization: Bighorn River Alliance

Location: Billings, Montana

Schedule: Part-time (3 days/week, 9:00 AM – 5:00 PM; occasional additional hours may be required)

Compensation: \$20–22/hour, depending on experience

Start Date: April 2026

This is a part-time hourly position without benefits; however, there may be opportunities for expanded responsibilities and compensation over time based on performance and the needs of the organization.

About the Bighorn River Alliance

The Bighorn River Alliance (BHRA) is a nonprofit, member-based organization dedicated to protecting, preserving, and enhancing the Bighorn River through science-based stewardship, restoration, and community engagement. BHRA works collaboratively with anglers, landowners, agencies, and partners to ensure the long-term health of one of Montana's most iconic wild trout fisheries.

Position Overview

The Membership & Office Assistant plays a key role in strengthening BHRA's membership by improving retention, ensuring timely donor stewardship, and maintaining accurate and reliable member records. This position supports both the membership experience and daily office operations, helping ensure that every donor is acknowledged promptly, every member feels valued, and BHRA's systems remain organized and effective.

This role requires a consistent in-office presence from 9:00 AM to 5:00 PM, three days per week, providing reliable support for members, staff, and daily operations. The position offers the opportunity to take ownership of BHRA's membership systems, with potential for increased responsibility and growth over time based on performance.

Key Responsibilities

Membership Support & Donor Relations

- Process new and renewing memberships accurately and promptly
- Ensure all donations are acknowledged within 48 hours through thank-you communications and tax receipts
- Maintain and update accurate member and donor records within BHRA's database
- Proactively conduct outreach calls to current and lapsed members to encourage renewals and strengthen long-term engagement

- Make donor thank-you calls to build relationships and reinforce appreciation
- Assist with ongoing donor stewardship and communication efforts

Office Administration

- Support day-to-day office operations and general administrative needs
- Assist with data entry, filing, and record management
- Help coordinate mailings, newsletters, and member communications
- Provide general support to staff as needed

Qualifications

- Strong interpersonal and organizational skills
- Excellent written and verbal communication skills
- Confident and comfortable speaking with members and supporters by phone
- Proficiency with basic office software (Word, Excel, email platforms)
- Experience with databases or CRM systems preferred
- Ability to manage multiple tasks while maintaining accuracy
- Interest in BHRA's mission and conservation work

Desired Attributes

- Personable, professional, reliable, and punctual
- Self-motivated with the ability to work independently
- Efficient and able to complete tasks promptly and accurately
- A proactive, "figure-it-out" mindset
- Strong sense of responsibility and follow-through
- Comfortable working in a small, collaborative team environment
- Adaptable and flexible to needs of growing organization
- Experience in data management and the ability to track and deliver measurable results

Why This Role Matters

Membership support is at the heart of BHRA's work. This position ensures that every member feels valued, connected, and appreciated—strengthening the community that makes our conservation work possible.

Increasing donor and member retention is a key priority for BHRA, and this role directly supports that effort through timely communication, consistent outreach, and thoughtful stewardship. Success is reflected in strong follow-through, clear communication, and the ability to build lasting relationships with members over time.

How to Apply

Applications will be reviewed on a rolling basis. Candidates selected for an interview will be contacted directly, and references will be requested at that time.

Please submit a resume and brief cover letter to:

jobs@bighornriveralliance.org

Please include **"Membership & Office Assistant"** in the subject line of your email.