

**East Bay Housing Organizations**  
**Membership Associate**  
**Full-Time, Exempt – \$65,000 - \$75,000 DOE**  
**Hybrid Remote/In-Person, Based in Oakland, California**

East Bay Housing Organizations (EBHO) mobilizes the power and wisdom of its members to produce, preserve, and protect affordable housing opportunities for low-income communities in the East Bay. This dynamic non-profit membership organization includes over 400 organizations and community leaders advocating for affordable housing development and just policies at the local, regional, state, and federal levels. We are seeking someone who cares about ensuring a racially and economically just East Bay where everyone has a safe, stable, and affordable home.

**Job Summary**

EBHO is seeking someone who cares about making a difference for people experiencing the region's affordable housing and displacement crises, working at the intersection of policy and organizing. The Membership Associate will support, and be supported by, our small and tight-knit team, as well as our dynamic and diverse network of members and partners. They will develop and execute membership engagement, retention, and growth strategies. They will work with the four-person Communications, Membership, and Operations team, reporting directly to the Chief Operating Officer. Our team is diverse but united in our passion for housing justice and social justice. We work hard and also value balance, self-care, family, and community.

This position is appropriate for someone with a background in customer service, membership engagement, fundraising, and/or data management, but we are open to a range of experience levels and encourage a diverse applicant pool.

**Duties and Responsibilities**

- Communicate regularly with past, current, and prospective members - informing them of membership benefits, sharing EBHO activities and events, answering their inquiries; and serving as the point of contact for organizational and individual members
- Oversee the process for new member applications and renewals
- Collaborate with internal teams to create strategies for member engagement and retention
- Identify trends to drive membership utilization and create tailored support for members
- Ensure revenue growth and track progress against goals including during annual membership drive, sponsorship solicitations, and fundraising campaigns
- Provide Zoom management, note-taking, and other support tasks for committee and other meetings or events as needed

- Participate in a range of coalitions, campaigns, and committees to help support EBHO's housing justice advocacy across the East Bay
- Support grant writing and other fundraising efforts
- Support communications with members on EBHO's social media, website, newsletters, and printed materials
- Provide intense support for EBHO's annual events including Affordable Housing Month, Faith & Justice Breakfast, and Annual Membership Meeting and Celebration

### **Key Skills and Qualifications**

- A strong commitment to racial, economic, social, and housing justice
- A proven ability to work equitably and productively in racially and economically diverse teams, communities, and coalitions. A track record of developing and maintaining strong working relationships with members and partners
- A demonstrated 1-2 years of experience, whether professional, academic, or personal, in customer service, membership engagement, relationship management, and/or data management. We highly encourage applicants to elaborate in their cover letter.
- Excellent writing, communication, and project management skills with a keen attention to detail
- An ability to be flexible with changing priorities and tasks in a fast-paced environment
- Comfort working within the pace and structure of a progressive and professional non-profit environment, including working during regular day-time business hours and occasional evenings and weekends as needed, meeting deadlines, being responsive via written/online communication tools, participating in virtual and in-person meetings, managing administrative responsibilities, etc.
- Comfort working on a team and independently; experience working effectively with a hybrid team. Due to the local nature of our work, we prefer applicants to live in or have a strong connection to the East Bay (Alameda and Contra Costa Counties)

### **Desired Attributes (“Pluses”)**

- Familiarity with the Bay Area housing justice community or other related and intersectional social justice communities (eg climate, transportation, etc)
- Experience with the planning and execution of in-person and virtual events for 20-150 people
- Bilingual proficiency, particularly in Spanish and Chinese
- Proficiency in CRM or similar software

**Hybrid Work and On-Site Safety:** EBHO's staff are currently working in a hybrid environment, with an expectation that full-time staff work in our spacious downtown Oakland office at least two days a week. Schedules are flexible to some extent, but staff are expected to be generally available and responsive during daytime hours of 10-5.

While much work can and will be performed remotely, employees must live within reasonable commuting distance of Oakland to take part in on-site work and events as needed and to be connected with the community we serve. EBHO currently requires masking and vaccination as we work in the office. We require employees to provide proof of up-to-date vaccination against COVID-19 unless they can provide documentation for a medical exemption. We may adjust our hybrid work schedule and expectations as needed or for public health conditions.

**Compensation:** EBHO is a small organization with a transparent salary structure. The starting salary for this position is between **\$65,000 and \$75,000** annually, dependent on experience.

EBHO offers a generous benefits and leave package including 14 paid holidays, 5 personal/floating days, sick leave, the ability to accrue 2-4 weeks of vacation depending on tenure, the opportunity to participate in a 401(k) plan with employer match, and 100% of the premium paid on employee basic dental and health care plans (we do not pay for dependent premiums).

**To Apply:** Please send your **resume** and **thoughtful, tailored cover letter** in a single PDF with your name and the subject line "Membership Associate Application" to Kiki Poe at [kiki@ebho.org](mailto:kiki@ebho.org).

***EBHO is an equal opportunity employer that does not discriminate on the basis of race, religion, disability, gender, nationality, ethnicity, sexual orientation, age, or any other protected category. We strongly encourage all qualified persons, including women, people of color, LGBTQ persons, and people of different levels of physical ability, to apply for this position.***