

MEMBERSHIP MANAGER AND DONOR CONCIERGE

Department: Development

Supervisor: VP, CDO

Employment Type: Full-Time, Non-Exempt

Compensation: \$22-\$24/hour (\$45,800 - \$50,000/annum)

Overview

Reporting to the Vice President and Chief Development Officer, the Membership Manager & Donor Concierge designs and implements Caramoor's annual Membership program solicitations, benefits and stewardship initiatives. The Membership Manager & Donor Concierge also works closely with the Box Offices and Guest Relations to facilitate Caramoor membership benefit delivery and ensure Caramoor members enjoy an outstanding level of customer service.

Key Responsibilities

- With the VP/CDO, designs and implements Caramoor's annual membership program for Caramoor. Creates and implements Membership and fundraising appeals, using direct mail, email, social media and personal contacts.
- Ensures consistent delivery of Membership benefits, including premium delivery, premiere ticket services, specialized communications, and Membership events, working collaboratively with Caramoor's Box Office, Guest Relations, Special Events and Artistic departments.
- Serves as backup to Box Office and assists with ticket sales for top level Caramoor donors.
- Circulates concert ticket lists to Caramoor Development team on a weekly basis. Identifies donors who may need additional assistance at concerts and develops plans to meet their needs, working closely with Guest Relations.
- Conducts ongoing analysis of Membership and annual giving program, measuring outcomes on appeals, Membership recruitment and retention and fundraising growth.
- Maintains up-to-date briefing documents on key Caramoor donors, including biographical information.
- Compiles and circulates briefing documents with donor biographies and strategy information to Caramoor's senior leadership and development teams prior to all Caramoor concerts and events.
- Enters call reports with details on donor interactions in to Raiser's Edge NXT database in a timely manner.
- Represents Caramoor at concerts and special events throughout the year, particularly during the summer season. Weekend and evening work is required.
- Provides assistance as needed to Caramoor's donor and member constituencies.
- Assists with gift processing as needed.

Position Requirements

- Strong interest in fundraising and or/the arts, some fundraising experience preferred.
- Exercises discretion regarding confidential and institutional information.
- Willingness and ability to work nights and weekends is required, particularly during summer season.
- Professional phone manner and impeccable interpersonal skills and commitment to delivering highest levels of customer service.
- Proficiency in Microsoft Suite and database management. Raiser's Edge NXT experience strongly preferred.
- Familiarity with box office functions and ticket sales a plus. Experience with Spektrix is a plus.
- Strong verbal and written communication skills.
- Ability to organize and prioritize work.
- Strong attention to detail.
- Associate's or bachelor's degree in a related field.

Benefits

Caramoor offers a caring benefits package to full time employees 90 days from hire:

- **Medical Insurance** (Employer pays 75% premiums and 100% deductible/co-insurance)
- **Life Insurance** (Employer paid)
- **Long Term Disability Insurance** (Employer Paid)
- **401 (k) Plan w/ Employer Match**
- **Generous Paid Time Off** (13 Holidays, plus Sick, Vacation and Personal Days)
- **Voluntary Benefits** (Dental, Vision, Commuter/Parking Benefits Plan, Dependent Care Flexible Spending Account, Aflac)

Caramoor is also a Public Student Loan Forgiveness (PSLF) eligible employer.