

Wednesday, March 9, 2022

Membership and Individual Support Manager

Company: Jacob's Pillow Dance Festival
Location: Becket, MA
Compensation: \$45,000-\$55,000

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Jacob's Pillow Dance Festival seeks a Membership and Individual Support Manager, to develop and execute comprehensive plans in both Membership and Individual giving, evaluating and implementing fundraising programs to bring in new donors and steward current donors to maintain and increase their donations. The Manager must have a love of dance, be self-motivated, committed to working at the highest level of quality, able to work both independently and in collaboration, multi-task on concurrent projects, and thrive within tight deadlines. The ideal candidate will have a strong foundation of best practice individual fundraising knowledge, with a track record of using effective strategies and tactics to maximize revenue. The Manager must have a focus on customer service and some experience in delivering strong membership or donor events.

POSITION RESPONSIBILITIES

The major responsibilities of the Membership and Individual Support Manager are to:

- Be the primary contact for donors at giving levels up to \$2,000.
- Plan appropriate and strong membership appeals and renewals (in concert with the Marketing Department) as well as acknowledgements, follow-ups, and benefit fulfillment.
- Plan outreach opportunities for individual giving separate from membership, and communicate directly with this constituency.
- Research and recommend new opportunities for attracting donors.
- Develop strategies, tactics, and calendars for appeals, working closely with Marketing to facilitate a comprehensive plan that aligns with ticket sales, community engagement opportunities, and other components of the wide spectrum of Jacob's Pillow's programs.
- Track and follow-up on donor commitments and pledges.
- Plan receptions and events that support membership and individual support, working closely with the Manager, Special Events.
- Manage seasonal interns to implement the wide variety of Festival member needs and events, and train them positively and successfully.
- Develop newsletters and other communications that support the attainment of budgeted membership and individual support revenue.
- Work collaboratively on corporate partnership and sponsorship programs so that their benefit opportunities and fulfillment align appropriately with the Pillow's membership structure.
- Develop income and expense projections and manage them carefully throughout the year.
- Help build campaigns and appeals in the database, working closely with the Philanthropy Systems Coordinator.
- Perform hands-on gift entry as necessary.

REQUIRED QUALIFICATIONS

- Bachelor degree
- Two to three years of experience in non-profit membership and individual giving.
- Front-line experience in working with donors.
- Demonstrated organizational skills.
- Ability to work with agility in a fast-paced environment, managing multiple projects simultaneously.
- Highly effective oral and written communication skills.
- Strong attention to detail and commitment to quality.
- Creative thinking
- Ability to manage confidential information with impeccable discretion.
- Ability to work independently and as part of a team.
- Ability to work with a diverse group of internal/external stakeholders
- Proficiency with Google applications such as Gmail, Gdocs, and Gsheets.
- Proficiency with Microsoft Office.
- Full Covid vaccination - with additional booster required April 4, 2022

PREFERRED QUALIFICATIONS

- Four to five years of experience in non-profit membership
- Experience in an arts-related organization
- Experience managing junior level staff
- Proficiency with donor databases, such as Tessitura, Salesforce, or Raiser's Edge.

ABOUT JACOB'S PILLOW

Jacob's Pillow is a registered 501(c)(3) not for profit organization and an equal opportunity employer. Jacob's Pillow provides equal opportunity for all employees and applicants without regard to race, color, creed, religion, gender, sexual orientation, national origin, age, marital status, mental or physical disability, pregnancy, military or veteran status, or any other basis prohibited by state or federal law. This policy also prohibits employees from harassing any other employee for any reason including, but not limited to, race, religion, sex, national origin, age, or disabled status.

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