

Friday, July 30, 2021

## Membership & Development Associate

Company: Flushing Town Hall  
Location: Flushing, New York

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Flushing Town Hall (FTH) presents multi-disciplinary global arts that engage and educate the global communities of Queens and New York City, in order to foster mutual appreciation. As advocates of arts equity since 1979, we support local, immigrant, national, and international artists, developing partnerships and collaborations that enhance our efforts. As a member of New York City's Cultural Institutions Group (CIG), we serve to restore, manage and program the historic 1862 landmark on behalf of the City of New York. FTH celebrates the history of Queens as the home of Jazz, by presenting the finest in Jazz performance. We are committed to arts education and hands-on learning, for the arts-curious, arts enthusiasts, and professional artists. We serve one of the most diverse communities in the world, and strive to uphold the legacy of inclusiveness that has defined our community since the Flushing Remonstrance of 1657.

Reporting to the Director of Development, the Membership & Development Associate will oversee Flushing Town Hall's Circle of Friends membership program. Launched in April 2021, the Circle of Friends was designed as a way to thank, connect with, and inspire supporters. The Membership & Development Associate will have the opportunity to help shape and grow this new individual giving membership program.

This position is part-time (20 hours a week; \$22/hr; no benefits) and may require occasional evening and weekend availability. For consideration, email a cover letter and resume to [jpena@flushingtownhall.org](mailto:jpena@flushingtownhall.org) with "(YOUR NAME): Membership & Development Associate" listed in the subject line. No phone calls please. Flushing Town Hall is an Equal Opportunity Employer: FTH provides equal access and equal opportunity in employment and services and does not discriminate on the basis of race, color, religion, ancestry, national origin, sex, pregnancy, age, disability, marital status, familial status, sexual orientation, or physical ability.

### RESPONSIBILITIES INCLUDE

- Oversee FTH's CRM System's (AudienceView Professional, formerly known as OvationTix) membership and donation transactions and data, working closely with Box Office Staff
- Process gift entry and acknowledgement letters
- Manage member and donor mailings: four major mailings a year
- Manage member and donor touch points such as personal outreach, invites to events, reminders, postcards, etc.
- Deliver and track member benefits
- Provide Director of Development and Finance staff member/donor lists and analytics
- Research prospects and current members and donors, and assist Director of Development in managing plans for upward mobility
- Provide members and donors customer service via email and phone
- Occasionally assist with in-person cultivation at events
- Other duties as assigned

### EXPERIENCE & SKILLS

- Must have previous administrative experience in an office setting: arts and/or nonprofit is strongly desired
- Previous experience with a CRM system and/or ticketing software is strongly desired
- Ability to work independently and learn from manuals and online tutorials
- Skilled at Microsoft Excel and Word merges
- Excellent written and verbal communication skills
- Superb organizational skills and attention to detail
- Emotionally intelligent with strong interpersonal skills and good judgement
- Passion for the arts and/or nonprofits

Flushing Town Hall  
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[< back](#)

[previous listing](#) • [next listing](#)