



## **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)

**Come share your love for great customer service and love for the arts, while working on a historic and beautiful estate and having access to some of the best live music around!**

### **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.

**To Apply:** Please submit your cover letter and resume to [personnel@caramoor.org](mailto:personnel@caramoor.org) no later than March 31, 2023 and include "Membership Manager" in the subject line. We will only contact candidates being considered. No phone calls, please.