



Membership Manager

Responsible for defining and then refining the Frick experience for members for the purpose of increasing both the membership and individual donor bases of the Frick Pittsburgh.

Hours: Primarily, Monday – Friday, 9:00-5:00, some evening and weekend work

Reports to: Director of Advancement & Engagement

Status: Full-time, Exempt with benefits

Responsibilities:

- With the DAE, develops and implements long-range goals, objectives and strategies for the Frick membership program, including acquisitions, renewals, upgrade and appeal programs
- Manages the activities and development of the Membership & Development Assistant
- Serves as the Raiser's Edge (RE) database manager, responsible for the integrity of the database and handling such items as: coordinating updates with IT, coordinating with IT/other database managers on database integration issues (Counterpoint) as well as with the Frick website, and providing reports as requested
- Manages lists and coordinates member and donor mailings
- Provides monthly reconciliation and other reporting to finance as requested
- Creates and maintains the annual membership budget
- Oversees all operational aspects of annual giving programs
- Oversees gift processing operation for all contributions received. Ensures all gifts are entered and acknowledged in an accurate and timely manner
- Oversees the design and implementation of membership and donor information and publication materials for individual membership program
- Coordinates the planning and implementation of member events
- Works with the development staff to identify individual donors with leadership giving capacity
- Contributes to the overall team effort within the Advancement & Engagement Department and shares in the decision-making process
- Handles other duties as requested by management

Qualifications:

- Bachelor's degree and 3-5 years of successful professional annual giving fundraising experience including financial analysis/budgeting experience, donor acquisition, retention, upgrading and renewal programs
- Experience managing a membership and donor database, preferably **Raiser's Edge**
- MS Windows experience required
- Friendly, professional manner
- Demonstrated strong writing skills

- Clearance of a criminal background check
- Possess the ability to work independently and is self-motivated
- Excellent organizational skills with attention to detail
- Ability to handle a variety of responsibilities under pressure
- Prior supervisory experience a plus but, not required