



milford arts council

## **MAC Member Relations & Development Associate**

### **Parttime/Answers to ED**

- Up to 20 hours/week
  - Event attendance scheduled through ED
- Flexible, no more than 6 hours a week in-office
- Wage: \$23/hr

**Position Summary:** The Member Relations & Development Associate role works closely with the Executive Director and implements strategies to increase membership, volunteerism, and donors by following the trend and journey of patrons, members, volunteers, and donors; henceforth called “members.” This position spends time meeting people at public and MAC events; sharing the mission for the organization, encouraging volunteerism & membership, and developing relationships that transition participation into sustained and planned giving.

This position will require evening and weekend work hours to support events and reach people individually. Other responsibilities will include: managing the “member” database, identifying and training volunteers, creating and executing “member” campaigns and events, and analyzing data to identify trends and opportunities for growth.

This position requires strong verbal and written communication skills, a friendly and approachable demeanor, strategic thinking, organizational skills, and a deep understanding of philanthropy to build lasting and mutually beneficial relationships.

### **Key Responsibilities:**

- Relationship Management:
  - Build and maintain strong personal relationships with “members” through written and verbal communication and personal engagement
  - Plan and execute “member” campaigns, events, and appeals to engage and build awareness
  - Volunteer training and engagement
- Member Cultivation:
  - Identify and follow the patron-member-volunteer-donor journey for next steps and sustained giving

- Attend \*most/select MAC events as point person and/or host
  - Attend \*most/select community events as ambassador
- Appreciation:
  - Manage stewardship with timely notes and calls, host appreciation events or individual coffee-time, report and acknowledge donor impact
- Communications:
  - Craft compelling narratives about MAC's mission and highlights to inspire support (in collaboration with ED and Marketing Staff)
- Data Management:
  - Maintain accurate database
  - Analyze trends and opportunities for growth
  - Work with Marketing team to create a funnel or process within communications (\*including AudienceView as the CRM tool)

**Skills:**

- Strong Verbal and Written Communications
- Interpersonal and Customer Service
- Organization & Detail
- Strategic & Analytical
- Philanthropy
- Computer & Database
  - MAC uses AudienceView and Google workspace
- Passion & Commitment of MAC Mission/Vision