



Job Title: Membership Manager
Department: Membership & Programs

Reports To: Executive Director
Status: Salaried

Working for FOCP is employment with a purpose: We are dedicated to maintaining and increasing the value and importance of City Park as a place of natural beauty, culture, recreation, and education for the public. We are focused on strong work ethic, respect, and responsibility in the workplace with an emphasis on building relationships to positively impact our community.

ROLE DESCRIPTION

The Membership Manager will supervise daily operations of the membership department, providing the resources, materials, training, and data needed to ensure that FOCP meets or exceeds membership service and goals. They will create and implement programs and volunteer opportunities to support and grow the membership program. This position will serve as the model for all staff in member onboarding, customer service and use of best practices to drive member recruitment, retention, and recovery.

This position is full-time and salaried. Benefits include paid time off, health/dental insurance, and other benefits included in compensation package.

On-going night and weekends are required.

Essential Duties and Responsibilities include the following. Other duties may be assigned:

MEMBERSHIP MANAGEMENT

- Works with Executive Director to develop annual membership sales and service goals.
- Monitors and reports on progress toward these goals, taking appropriate action to ensure that goals are met.
- Spends time interacting with members developing member relationships and listening for feedback and actionable items.
- Lead data entry in Raisers Edge, BOS, and Ticketing systems.
- Conducts ongoing training and models membership best practices for all team members.
- Manages acquisition of new memberships.
- Reviews daily close-outs and ensures accurate bank deposits are made on a timely basis.
- In collaboration with Director of Special Events & Marketing create annual Marketing/Promotional Plan and Member Appreciation Plan.
- Creates marketing assets such as postcards, flyers, brochures, banners, and social media posts needed for ongoing membership promotions and events.
- Works with other staff to ensure website, and social media are updated and accurately reflect current and future promotions and events.
- Executes strategies to ensure that members and program participants connect with one another and FOCP.



CUSTOMER SERVICE

- Manages difficult or emotional member situations.
- Responds promptly to member needs and always remains approachable.
- Solicits member feedback to improve service.
- Discusses problems with members and offers encouragement via phone, in-person, and e-mail.

PROGRAM MANAGEMENT

- Provide direct program leadership.
- Work with committees, volunteers, and staff to support, sustain, and inspire programming efforts.
- Create and lead new programming opportunities for FOCP members.
- Ensure planning, implementation and quality of programming meets high standards and best practices.
- Provide guidance for program standards and risk management.
- Be hands-on in all program areas as necessary for program success.
- Conduct regular meetings and trainings as needed to keep all informed.
- Develop and implement training process for volunteers and staff to prepare them for program related assignments.

VOLUNTEER PROGRAM DEVELOPMENT

- Maintain and grow volunteer base through outreach to individuals, community-based organizations and groups, colleges/universities, and corporations as needed.
- Work closely with other staff members to periodically assess needs for volunteer expertise and level of volunteer staffing.
- Work closely with colleagues to ensure that volunteer positions are sufficiently filled, and volunteers enjoy a positive experience
- Maintain volunteer database and scheduling on the website.
- Plan and execute volunteer appreciation and training activities.

MISSION ADVANCEMENT

- Demonstrates a desire to serve others and fulfill community needs.
- Provides leadership and support to fundraising activities and volunteer committees/boards as assigned.

COLLABORATION

- Cross-trained to support volunteer, program, membership, marketing, merchandise, and special event departments.
- Works effectively with people of different backgrounds, abilities, opinions, and perceptions.
- Builds rapport and relates well to others.
- Listens for understanding and meaning; speaks and writes effectively.
- Takes initiative to assist in developing others.



- Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings.
- Balances team and individual responsibilities.
- Gives and welcomes feedback.
- Contributes to building a positive team spirit.
- Able to build morale and group commitments to goals and objectives.

OPERATIONAL EFFECTIVENESS

- Makes sound judgments, and transfers learning from one situation to another.
- Embraces new approaches and discovers ideas to create a better output.
- Establishes goals, clarifies tasks, plans work and actively participates in meetings.
- Follows policies and procedures and reports all irregularities immediately.
- Strives to meet or exceed goals and deliver high-value work.

PERSONAL GROWTH

- Pursues self-development that enhances job performance.
- Demonstrates an openness to change and seeks opportunities in the change process.
- Accurately assesses personal feelings, strengths, and limitations and how they impact relationships.
- Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology (Microsoft Suite, Raisers Edge, BOS, Canva, Asana, Social Media, Word-press).
- Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

QUALIFICATIONS

Bachelor's degree and at least 2-years professional experience required; master's degree in relevant field preferred.

Demonstrated ability to provide quality customer service and to lead and balance work with a variety of internal and external stakeholders.

Friends of City Park is dedicated to the belief that all lives have equal value. We are committed to creating a workplace where employees thrive both personally and professionally. We also believe our employees should reflect the rich diversity of our community—in race, gender, age, cultures, and beliefs—and we support this diversity through all our employment practices.

TO APPLY: Send Resume, cover-letter, and list of two references to President@friendsofcitypark.com; add Membership Manager to the subject line.