Membership and Advancement Manager (Full Time)

Job Description

The City Club of Cleveland seeks an enthusiastic, dedicated person to join our civically engaged, mission driven team. The ideal candidate enjoys engaging people on an individual basis, is an exceptional multi-tasker, and thrives in an open workspace. They understand the importance of highly attentive customer service externally and internally. Our membership program is on a growth trend. With the proper guidance and vision of a strong manager who is equal parts creative, diligent, and responsive, we can continue that growth and strengthen membership engagement to support the City Club mission. The Membership and Advancement Manager will cultivate direct relationships with members at all giving levels and will work directly with the Director of Advancement and CFO to support other fundraising initiatives.

Responsibilities include:

- Designing and implementing targeted membership campaigns, in collaboration with marketing and content resources
- Managing quarterly membership renewals including generating letters, follow up emails, and phone calls to secure renewals
- Writing and sending all membership and donor acknowledgment letters
- Designing and implementing cultivation programs for members including events, incentives, and forum recognition
- Tracking and reporting membership participation and revenue numbers
- Providing support to members who contact the City Club to make reservations, renew their membership, etc.
- Executing annual appeals including spring and year-end giving campaigns
- Planning and running meetings of the membership committee and supporting the initiatives that the committee wants to implement
- Updating and managing the database of members, donors, and sponsors
- Managing sponsor benefits including sponsor tables, head table seating, discounted tickets, and guest lists.
- Coordinating reservations for major off-site forums including the State of the County and State of the Schools including reservations, tickets, table floorplans, head table, and managing the reservations and seating the day of the event
- Working with the Director of Advancement to create the annual report and implement the annual meeting
- Providing administrative support for the endowment campaign
- Other duties as assigned
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Qualifications:

- Bachelor’s degree or equivalent level of experience required
- Minimum of two years working in an office setting
- Excellent phone, email, and written communication skills
- Strong attention to detail
- Able to work independently and efficiently
- Willingness to adapt to changing priorities and situations
- Proficient in Microsoft Office Suite, including mail merge, and strong database and reporting skills
- Able to be exceptionally productive whether working independently or collaboratively
- Non-profit experience a plus

Compensation

Compensation is competitive and commensurate with skills and experience. The City Club of Cleveland provides health insurance, paid vacation, 401(k), and downtown parking or a monthly transit pass.

The City Club of Cleveland serves Greater Cleveland, the State of Ohio, and the nation with programs that convene leaders, engage citizens and provide all of our communities with opportunities to learn and participate in spirited dialogue on the issues that shape our future.

We are committed to diversity, inclusion and growth for all our employees. Minority applicants are strongly encouraged to apply. Applicants should send resume and cover letter to Director of Advancement Noelle Celeste (nceleste@cityclub.org).