



# Member Relations Associate

**Location:**

New York City

The Creative Coalition is a New York City-based charitable nonprofit organization.

**Background:**

The Creative Coalition ("TCC") manages a database of 31,000+ records, containing membership, donor, and supporter information. This data is updated regularly and accessible from anywhere with an internet connection. Initially this job will be a remote position, but may transition to a regular office position in New York City.

**Position Requirements:**

Demonstrated ability to address the position accountabilities listed below. Previous experience in a nonprofit organization with donor/member and database management responsibilities is highly recommended. 4-year college degree required.

**Position Accountabilities:**

- Manage, maintain and improve TCC's member, supporter and contact database.
- Create and implement a comprehensive, systematic long-term member relations program for management of members and other donors that annually increases revenue and engages them for the future.
- Develop and implement cultivation strategies of past and current members and donors to enhance their relationship with TCC and increase the likelihood of continued giving.
- Identify and execute proactive, donor-centric membership, sponsorship and recognition opportunities.
- Manage communications to members and other donor constituents, in coordination with the CEO.
- Develop criteria for measuring member and donor retention success, and track results.
- Provide oversight for member processing to ensure quality acknowledgement and engagement.
- Creating member research in areas such as member benefit analysis, member satisfaction surveys, and member needs assessment.
- Creating and updating membership materials: letters, new member welcome packs, newsletters, e-bulletins, press releases, fact sheets, directories, member listings, etc.
- Comply with all organizational policies, procedures and expected standards of performance.
- Has or will obtain a valid passport at own expense, and has a valid driver's license and good driving record.
- Act in a manner conducive to a positive and healthy work environment.
- Proficiency in the MS Office Suite on both the desktop/laptop configuration and online version.
- Ability to self-motivate and work independently, and also as part of a team.
- Perform all other duties as assigned by the CEO, Board of Directors and/or the President.

*The above describes the general content of this position. It is not to be interpreted as an exhaustive statement of duties, responsibilities or requirements.*

**Classification:**

Regular Staff exempt position with an annual salary.

**Email résumé to:**

John Hook, CFO & Deputy Director

The Creative Coalition

Member@TCCOnline.org