



Membership Director and Volunteer Coordinator Job Description

Aiken Center for the Arts

Responsibilities include but not limited to:

- Oversee membership development, budget and fundraising operations
- Design and implement a comprehensive strategy to increase memberships for all types of memberships, including individual, small business and corporate
- Develop strategies for identifying, cultivating and stewarding prospective members (i.e. individuals, corporations, etc.)
- Develop, planning and managing a variety of membership drive events
- Oversee the creation of solicitation and marketing materials to communicate membership drives and events
- Direct long-term systematic membership drive plan that will sustain and increase membership totals annually
- Engage and involve the ACA Board and Executive Director in the cultivation and solicitation of prospective new members
- Ensure all members are appreciated, well-informed, and acknowledged in meaningful ways throughout the year.
- Demonstrate constructive working relationships with key decision makers, community leaders, etc.
- Coordinate with ACA staff members volunteer needs and special needs required
- Supervise and direct volunteers; coach and mentor volunteers
- Coordinate volunteer communication, recognition and appreciation throughout the year
- Develop a volunteer database to be used as a resource for obtaining volunteers with the needed skills
- Establish a robust list of volunteers meeting skills required by ACA
- Maintain an excellent relationship with all volunteers and staff
- Recruit, train and enlist volunteers as needed for events / special activities
- Accurate records including volunteer name, contact information, job interests, volunteer tasks accepted and volunteer hours
- Strong team member part of small working group which requires a team approach for many key activities

Qualifications:

Minimum of a Bachelor's degree; related experience preferred. An energetic, dynamic leader with a proven ability to build and enhance relationships. A strong work ethic and ability to manage multiple projects in a fast paced environment are essential, as are excellent written and verbal communication skills. Previous community involvement and knowledge a plus.

Skills / Abilities:

- Exceptional interpersonal skills and an ability to manage relationships with a diverse range of personalities in various departments and roles within the organization
- Excellent verbal and written communication skills; attention to detail
- Excellent Teamwork skills
- Outstanding organizational and time management skills
- Ability to operate well under pressure, with a positive, pro-active problem-solving attitude
- Ability to work with diplomacy and tact
- Ability to maintain complete and strict confidentiality of all sensitive information
- Proficient in Microsoft Word, Excel, Outlook and PowerPoint
- Proficiency in conducting on-line and electronic research
- Proficient in database input and output, data segmenting and analysis with respect to memberships
- Experience using online and social media
- Self-starter
- Ability to motivate and coach volunteers
- Positive attitude and passionate about the mission of Aiken Center for the Arts and its positive impact to the community
- Willingness to work a flexible schedule (including some evenings and weekends)