

Director of Advancement Services and Membership

The Adrienne Arsht Center for the Performing Arts of Miami-Dade County is seeking an experienced, skilled, and highly motivated Director of Advancement Services and Membership to support the Vice President, Development

FLSA Status: Full-time, Exempt

About the Adrienne Arsht Center for the Performing Arts of Miami-Dade County

Set in the heart of downtown Miami and designed by world-renowned architect Cesar Pelli, the Adrienne Arsht Center for the Performing Arts of Miami-Dade County is one of the world's leading performing arts organizations and venues. Spotlighting legends and serving as a launch pad for local artists to make their mark on the international stage, the Center presents nearly 500 events each year across its eight flexible, state-of-the-art performance spaces. The Center programs 12 signature series, including the largest jazz series in South Florida, the biggest flamenco festival on the East Coast, and a robust program of new theatrical works as well as free programming for the community and an arts education program that serves nearly 30,000 children each year. Since opening in 2006, the Arsht Center, a 501C3 non-profit organization, has emerged as a leader in presenting innovative programming that mirrors South Florida's diversity as well as a catalyst for billions of dollars in new development in the downtown area. The Center includes the 2,200-seat Knight Concert Hall, the 2,400-seat Ziff Ballet Opera House, a 200-seat flexible space Carnival Studio Theater, and the 57,000-square-foot central Thomson Plaza for the Arts outdoor performance space.

The Adrienne Arsht Center is proud to be home to three artistic resident partners:

- Florida Grand Opera: formed in 1994 by the merger of Greater Miami Opera and The Opera Guild Inc. of Fort Lauderdale FGO stands as one of the oldest performing arts organizations in Florida. It combines a rich history of presenting internationally-acclaimed artists, lesser known operas by great composers as well as commissions of works of living composers.
- Miami City Ballet: is among the largest ballet companies in the country. Since 1986, MCB has toured more than 100 U.S. cities, Europe, Great Britain, South America, Central America, and Israel. MCB currently performs in four counties in Florida with an active repertoire of 98 ballets.
- New World Symphony, America's Orchestral Academy: prepares graduates for leadership position in orchestras and ensembles around the world. Since its inaugural concert in 1988 NWS has performed around the globe.

Basic Function

The Director of Advancement Services and Membership reports to the Vice President of Development of the Performing Arts Center Foundation and is responsible for the planning, implementation and achievement of projected revenue objectives for Center membership and

maintaining database and reporting management. The Director of Advancement Services and Membership manages all programs adhering to budgetary guidelines while maintaining an

aggressive calendar of communications and events and measures and evaluates the effectiveness of membership strategies. And is responsible for database management, advancement reporting, prospect management, gift recording, data integrity and data security. This position supervises a Membership Assistant.

Responsibilities

- Responsible for the creative development of membership acquisition and retention initiatives
- Oversee, track and meet the department's fiscal-year expectations for membership income
- Strategize, organize, coordinate, and implement cycled campaigns to attract new members, renew current and lapsed members
- Work in close cooperation with development services staff to facilitate prompt fulfillment of new membership orders
- Conceptualize, draft and oversee production (with design and marketing team) of printed solicitation materials, membership cards, and other marketing materials
- Organize and supervise all membership events
- Maintain personal contact with members; seeing to their needs for services and information
- Supervise the coordination of onsite membership marketing at various community events
- Work closely with Web content manager to maintain membership content
- Work with marketing staff to create and disseminate member email messages
- Collaborate with development colleagues to maximize fundraising potential of membership programs
- Create and disseminate member newsletters – both printed and digital
- Maintain accurate database management - for membership processes and all gift entry processes
- Maintain membership expense and budget records
- Supervise inventories and purchasing of all membership recruitment and fulfillment materials
- Represent the concerns of members and the membership program at relevant meetings and keep Center staff informed of membership news and progress
- Oversee the training and supervision of coordinator and volunteers, as needed
- Perform a variety of assignments related to other departments and other duties as directed.
- Cultivate relationships with various groups within the community
- Oversees and manages the Centers young patron group; Green Room Society and Arsht Families; Parents membership
- Plans, implements and hosts Membership cultivation and fulfillment events
- Develops and implements data and gift-entry procedures, produces reports and mailing lists for departmental use and provides database training.
- Oversee overall management of Tessitura software including data entry, data output and training.
- Develop procedures to ensure the integrity and security of database information.
- Manage and supervise data and gift-entry processes.

- Identify, develop, implement, and maintain database policies and procedures as related to all fundraising activities.
- Produce targeted mailing lists for communications, solicitations, invitations, etc., for Advancement staff and for other constituents Center-wide.
- Extract information from tessitura database to meet reporting and research needs of the Vice President of Advancement and other Advancement staff; produce donor activity reports; answer surveys; manage subscriptions.
- Develop, implement, and manage the internal systems of prospect identification, cultivation, solicitation, and stewardship, with strong emphasis on major gifts prospect management.
- Ensure all gift officers have efficient, effective tracking systems to support their cultivation and solicitations.
- Provide full services support for comprehensive campaign including tracking next steps, pledge commitments, solicitation strategy management and reporting.
- Search for lost donors. Investigate financial/biographical status of individuals, corporations, and foundations.
- Develop donor prospect lists and analyze current donor prospect lists for cultivation and solicitation.
- Interface with finance department and general-ledger accounting staff regarding gift entry, gift posting, fund creation, gift restrictions and audit reporting.
- Other duties as assigned.

Ideal Experience

- Bachelor's degree in appropriate field
- Three to five years' experience in fund raising and/or marketing/sales, preferably in a nonprofit setting.
- Excellent written and verbal skills.
- Excellent skills with Tessitura database program, preferably including work at the strategic systems level.
- Superb interpersonal skills and communications.
- Strong customer service skills.
- Administrative ability.
- Ability to work effectively as a team leader, as well as independently; ability to train, inspire, and motivate subordinate.
- Excellent attention to detail and ability to meet deadlines.
- Ability to manage multiple complex tasks and/or projects simultaneously while addressing the needs of the office, ability to maintain composure under pressure.
- Highly organized, self-starters with good interpersonal, problem-solving and analytical skills.
- Ability to anticipate needs, see opportunities and use good judgment in dealing with confidential information.
- Strong knowledge of MS Office products.
- Ability to work efficiently and effectively in a start-up environment and handle multiple priorities.

- Ability to work nights and weekends as needed

Personal Characteristics

The Director of Advancement Services and Membership should be:

- Action-oriented; a doer
- Affable, easy to get to know
- Determined and persistent
- Highly energetic
- Dedicated to accomplishing the organization's goals

Physical Demands

- While performing the duties of this position, the employee is frequently required to stop, reach, stand, walk, lift, pull, push, grasp, communicate, and use repetitive motions.
- While performing the duties of this position, the employee may frequently lift and or move 20 pounds of materials.
- The position requires the individual to meet multiple demands from multiple people and interact with the public and other staff.

Suggestions for candidates and expressions of interest should be addressed to:

Director of Advancement Services and Membership
The Adrienne Arsht Center
1300 Biscayne Boulevard
Miami, FL 33132
Attention: Trish Brennan, Vice President, Human Resources

Email: resumes@arshtcenter.org, with Director of Advancement Services and Membership search in the title line.

The Adrienne Arsht Center is an Equal Opportunity Employer