



Job title	<i>Membership Manager, Jazz Education Network</i>
Salary	<i>\$50,000</i>
Reports to	<i>President, Jazz Education Network</i>

Job Purpose and Description

In conjunction with the Managing Director, the Membership Manager is responsible for the management and administration of the Jazz Education Network's membership base and all aspects of member relations including, but not limited to, JEN chapters, area units, and societies.

This position will work toward significantly increasing membership in the Jazz Education Network (JEN). JEN is a decade-old organization made up of leading jazz musicians, students, educators, publishers, and industry professionals dedicated to advancing jazz education, promoting jazz performance, and developing jazz audiences.

The focus of this position is to reach out to jazz teachers, professors, and bandleaders at the elementary, middle, high school, and college levels in the US during weekday business hours. This will initially be done via phone, and then via email. Primarily skills needed will be sales outreach experience and an enthusiastic approach, directed toward a relentless focus on conveying the importance and essential nature of being a part of the Jazz Education Network. This position will be filled with a person whose responsibility will be to significantly grow JEN membership in a relatively short time.

Duties and responsibilities

Membership program management:

- Implements best strategies in stewardship, renewal, and upgrading of current members
- Acquires new members and conference attendance conversion
- Evaluates effectiveness of current membership program services, benefits, and policies, relating to retention and acquisition of members on a regular basis
- Recommends, designs, and implements changes to improve effectiveness and efficiency

Member stewardship and cultivation:

- Serves as primary representative of Membership program on a daily basis
- Leads cultivation and engagement of JEN membership by building relationships with individuals
- Direct response traffic management
- In conjunction with Managing Director, develops and directs strategies driving integrated mail, online, and telephone campaigns to acquire, upgrade, and renew members and donors
- Maintains schedule of solicitations and cultivations, including timely delivery of strategy, creative, and data files

Reporting and data analysis:

- Generates reports to measure results of membership campaigns, and overall membership retention and growth
- Monitors progress toward revenue goal and provides reports for senior management

Data management:

- In conjunction with Development Committee Chair, develops, promotes, and documents best practices and policies associated with member, donor, and prospect management. Maintains security, accuracy, and integrity of database

Additional Duties:

- In conjunction with Marketing & Social Media, works to implement promotions, partnerships, and communications that promote the membership program

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, ability, and/or competency required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- BA/BS/BM and at least two years professional experience required
- Knowledge and working experience with Microsoft Office and CRM systems, especially word processing and spreadsheet; donor database programs preferred
- Excellent verbal communication skills
- Organizational skills, accuracy, and precision in handling details
- Ability to prioritize and work in a fast-paced environment

Membership Manager Job Description
Jazz Education Network

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

Skills:

- Skills in human relations (interpersonal relationships), communications (both written and verbal), consultation, problem solving, public relations, group dynamics, and public speaking are required
- Ability to work flexibly and manage multiple responsibilities and deadlines
- Demonstrated success working in the field of community engagement
- Computer literacy
- Must be a team player

Working conditions

Membership Manager works remotely, but this position may sometimes take them to a non-standard workplace. Membership Manager typically works a standard workweek, but often works evenings, weekends, and overtime hours to accommodate membership activities such as the annual conference, outreach events, and fundraisers.

Physical requirements

While performing the duties of this position, Membership Manager may be required to sit, walk, stand, talk, and hear. Frequently moves equipment weighing up to 50lbs for events and engagements.

Direct reports

Membership Manager directly reports to the President. Membership Manager also reports to the Board of Directors.

Application Instructions

To ensure full consideration, applicants must submit a letter of application, resume, and the names with full contact information of at least three professional references to **office@jazzednet.org**. Email subject line: **Membership Manager Position Application**.

Review of applications will begin immediately and continue until a suitable candidate is selected.

Equal Employment Opportunity Statement

JEN is committed to representing and cultivating diversity in all areas of its operation which includes, but is not limited to, its staff, board members, volunteers, presenters, clinicians, performers, and audiences. This commitment is present in all programs and decision making.

The Jazz Education Network is an Equal Employment Opportunity/Affirmative Action organization committed to excellence through diversity. The Jazz Education Network will not discriminate based upon race, ethnicity, color, sex, religion, national origin, age, disability, genetic information, sexual orientation, gender identity or expression, pregnancy, marital status, military or veteran status, or any other status or classification protected by federal, state, or local law. All eligible candidates are encouraged to apply.

Approved by:	Jazz Education Network Board of Directors
Position Open:	2/12/2019