

Job Posting:

Director of Cultural Membership & Visitor Services

Grace Cathedral

June 17, 2021

Position Summary

The Director of Cultural Membership & Visitor Services, a new role, will lead the development and day-to-day execution of Grace Cathedral's re-imagined public experience as it emerges from a general audience closure due to Covid-19. Aimed at building a community rooted in affinity for and participation in the cathedral's music, arts, and ideas offerings; social justice work; and social outreach efforts, the Director will design and execute a secular membership program targeted to reach over 10,000 households annually, engage a diverse audience, build relationships with those who share Grace's values, and provide a sustainable new revenue stream of \$1.5M annually.

Working at Grace Cathedral

Grace Cathedral is San Francisco's Episcopal cathedral for everyone – a place of inclusive community, worship and spiritual practice, social justice, music and the arts, yoga and more. We work actively for racial, gender and LGBTQ+ justice, environmental stewardship, citizen awareness, support for seniors, and an end to gun violence.

You may know Grace Cathedral as a glorious house of prayer and healing for all people, a magnificent architectural treasure and a venue for inspired and provocative cultural and arts exhibits and performances throughout the year. Well, Grace Cathedral is also a great place to work!

Our mission is re-imagining church with courage, joy and wonder.

We celebrate diversity, are committed to anti-racism and seek job candidates who will bring their unique experience to enrich our culture and organization.

Everyone on our team shares a commitment to the vision, mission and values of Grace Cathedral and contributes to achieving its strategic goals. No particular religious affiliation or perspective is required for this role.

Qualifications

- 5-7 years relevant experience planning and overseeing membership programs, public attractions/hospitality, and/or customer service. Experience developing and launching new programs or organizations a plus.
- Demonstrated experience conceptualizing, planning, and implementing public facing experiences and operations for diverse constituencies. Relevant experience in sales, revenue generation, and attendance forecasting highly desired.
- Ability to translate institutional identity, ideas, direction, and themes into creative membership and visitor offerings and experiences that meet all expectations—revenue, audience, budget, and relationship development.

- Demonstrated experience managing customer facing operations; developing customer service programs, leading front-line teams of staff and volunteers, and ensuring quality control and consistency across a wide range of transactions and touchpoints.
- Comfort and confidence with financial management, budgeting, revenue/expense/attendance projections, risk management, human resources practices, and other administrative duties.
- Strong commitment and ability to increase diversity, equity, accessibility, and inclusivity in staffing, work culture, welcoming and visitor engagement.
- Excellent interpersonal skills to establish and maintain cooperative working relationships with staff, members, donors, vendors, and volunteers in work environment that prioritizes belonging and inclusive community.
- Ability to communicate effectively and diplomatically, reason and react well under pressure, and represent ideas clearly and persuasively. Skill in interacting diplomatically with the public in a public setting serving the needs of diverse constituencies.
- Excellent written communication skills, with demonstrated ability to conceive and produce high-level correspondence, membership/visitor materials, and public messaging for website and signage.
- Demonstrated skill in both leading and serving as part of high-functioning teams; ability to assess and address needs while managing expectations. Enjoys working in a “hands-on” manner as well as understands when to partner and delegate.
- Strong ability to work independently; setting priorities, managing workflow to fulfill objectives, and proactively engaging and communicating with supervisor, colleagues, partners, and stakeholders.
- Strong proficiency with Microsoft Office, including Outlook, Excel, Word, and PowerPoint. Experience in Raiser’s Edge strongly preferred.
- Ability to maintain work environment consistent with the handling of confidential departmental, donor and employee information.
- Ability to regularly work holidays, weekends, and evenings as well as off-site as needed. Must work Christmas Eve and Easter.

Compensation + Benefits

Competitive compensation and benefits package includes medical, dental and vision coverage, a retirement plan with a 5% employer contribution and up to 4% employer match, paid vacation and sick time, and 14 paid holidays a year.

Selection Process

To be considered please submit a resume no later than July 5 to gracecathedralsearch@gmail.com. If you have any questions about the position, please reach out to Lindsay Cooper Martin at lindsaycoopermartin@gmail.com or 917.297.0777.