



COME WORK WITH US!

## Open Position

Grace Cathedral is seeking qualified candidates for **Cultural Membership Services Manager**

## Salary and Benefits

We understand and believe that to attract and retain exceptional colleagues it is essential that compensation be highly competitive – and it is! The salary for this position will be determined based on the candidate's experience, skills and education.

Our benefits package includes 100% premiums for medical, dental and vision coverage for employees and 100% for dependents! Our retirement plan comes with a 5% employer contribution and up to 4% employer match. Along with generous paid vacation and sick time, we also have 14 paid holidays a year, including your birthday!

## 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 actively work to advance 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 house of prayer and healing for all people, an architectural treasure and an impressive venue for inspired and provocative cultural and arts exhibits and performances. But 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.

For most positions, it is not required to belong to or practice a particular faith in order to work here, but everyone on our team is expected to be aligned with the vision, mission and values of Grace Cathedral and contribute to achieving its strategic goals.

## Position Summary

This is a regular, full-time, exempt position reporting to the Director of Cultural Membership and Visitor Services.

The Cultural Membership Services Manager is primarily responsible for overseeing renewal and upgrade strategy and operations, coordinating welcome and acknowledgment correspondence, managing benefit fulfillment, and providing a wide variety of sales, customer service, administrative and clerical support for Grace Cathedral's Cultural Membership & Visitor Experience (CMVE) program. This position assists in maintaining the membership and ticketing database and coordinating the department's day-to-day functions. The regular schedule for this position is Tuesday through Saturday.

### **Primary Duties and Responsibilities**

- Develop and implement strategy around member stewardship, retention, and upgrades
- Manage renewals, welcomes and acknowledgments via email, print and phone monthly
- Collaborate with development and marketing staff as needed to streamline work between departments and ensure a uniform external communications style
- Convey a spirit of gratitude and warmth in all communications
- Send various member communications through email marketing platform, including monthly newsletters
- Maintain member messaging matrix and templates; monitor and report on the efficacy of communications
- Produce monthly sales and service reports and provide ongoing analysis of renewal sales, upgrades and trends; recommend and meet an annual revenue goal for membership renewals across all channels
- Assist the Director of CMVE in building relationships with cultural members and group sales contacts, striving to make meaningful connections through friendly conversations and a spirit of generosity
- Embrace a concierge-like approach to customer service by going above and beyond to make cultural members and visitors feel unique and valued
- Help maintain the GA and Tour schedule in the cathedral master calendar and on ACME online and assist with scheduling docents to support tour schedules
- Serve as the department's "superuser" of ACME (ticketing and membership software) and Raiser's Edge (fundraising and CRM software), and Constant Contact (email software) Help train Visitor Services Associates in using the software and offer team support in daily operations
- Assist in maintaining member record databases
- Serve as department liaison for and manage relationships with multiple vendors (printing, mailing, fulfillment, etc.) as necessary to ensure a high standard of service and projects are completed on time and within budget

- Working closely with the Director of CMVE, handle the implementation of all member events (benefit fulfillment); collaborate with the development events team about membership events, ensuring that all details are planned and budgets are met
- Coordinate communications to members around events, making sure attendance is tracked and that guests receive reminders and thank yous
- Provide staffing assistance and backup for Visitor Services when needed
- Other duties as assigned, including attending meetings and trainings as assigned

### **Required Skills, Experience and Expectations**

- Alignment with the vision, mission, and values of Grace Cathedral and commitment to contribute to achieving its strategic priorities and goals
- Minimum of three years of membership or visitor services experience with one year of demonstrated management experience, preferably in a non-profit setting
- Undergraduate degree or equivalent qualification preferred
- High proficiency in fundraising or ticketing software (Raiser's Edge and ACME preferred) and Microsoft Office programs
- Strong oral and written communications skills and familiarity with marketing and communications vehicles, including direct mail and email communications in a non-profit environment
- Demonstrated high level of administrative and organizational skills
- Ability to address duties with initiative, accuracy, and attention to detail while managing multiple priorities; ability to work well with staff, volunteers, members, and the public
- Conscientious, flexible team player; punctual, honest, and reliable
- Must provide proof of being fully vaccinated against COVID-19 and follow all public health practices required by the cathedral
- Availability to work occasional holidays, weekends and evenings as needed; must work Christmas Eve and the day before Ash Wednesday
- Core functions and duties require being able to use a computer and telephone; reasonable accommodations will be made to enable qualified individuals with disabilities to fulfill the position's essential responsibilities
- Criminal background clearance is required post offer

### **How to apply**

- Email a cover letter along with your résumé to [jobs@gracecathedral.org](mailto:jobs@gracecathedral.org)
- Include position title in the email subject header
- No phone calls please