



Position Description

Job Title: Member Services Coordinator

Reports To: Deputy Director

FLSA Status: Full Time Exempt

Supervises: Interns

Summary: The Member Services Coordinator manages the daily functions of Art-Reach's Membership Program and oversees Art-Reach's ticketing program and services. Daily functions include processing ticket requests, updating Salesforce, conducting monthly invoicing, payment processing, and other duties supporting the Program department. This administrative heavy position requires the ability to prioritize and problem solve as well as an unwavering commitment to deliver exceptional-friendly service.

About Art-Reach: Over the last 32 years Art-Reach has emerged as a thought leader in cultural accessibility for the Philadelphia region. In fulfilling our mission of connecting underserved audiences to cultural experiences so that they may enjoy and benefit from the transformative power of the arts, Art-Reach has positioned itself as a leading voice, advocating for greater access to the arts for people with disabilities and those facing economic challenges.

Membership Program

- Manages daily workings of the Ticketing Program
 - Meets daily needs of members and arts partners pertaining to ticketing in a timely manner.
 - Meets all ticketing deadlines according to policy including recognizing requests within 24 hours, sending Ticket Partner Worksheets to Arts Partners one week ahead of time and Ticket Confirmations one week before events
 - Fills member requests and generates programming paperwork to members and arts venues in a timely manner
 - Addresses and documents programming incidents and service issues with arts partners or members
- Maintains accurate records
- Manages daily workings of the In-Facility Program
- Utilizes appropriate forms, databases and resources
- Maintains contact information
- Generates programming reports
- Troubleshoots challenges

Arts Partner Relations

- Maintains positive, proactive relationships with arts partners
- Motivates arts partners to remain engaged in programming
- Assists Deputy Director as needed in planning events and activities to further engage leaders in arts partner organizations.

Evaluation/Data Collection

- Assists with data collection and feedback of member, arts partner and participant surveys
- Acknowledges, shares and addresses constructive feedback offered from members and arts partners

Member Relations

- Maintains positive, proactive relationships with member agencies making site visits as needed
- Generates invoices and processes payments from members

**Ticket Pledges**

- Manages annual Ticket Pledge Drive and recognizes opportunities to obtain additional pledges throughout the year.
- Reviews ticketed events offered in the region to source new opportunities
- Collects a diverse menu of cultural options
- Reviews sold-out opportunities or gaps in options and approach arts partners for additional tickets

Qualifications:

Qualified candidates will have 1 – 3 years' experience in a nonprofit, cultural, or arts organization. Candidates will ideally possess a bachelor's degree from an accredited institution. A combination of education and experience will also be considered. Ability to handle a variety of tasks that includes shifting from one aspect of this position to another is required. Experience with constituent/client databases or software desired.