



Member Services Coordinator Summary

Member Services Coordinator performs the daily functions of Art-Reach's Membership Program and oversees Art-Reach's member programs 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 creating, advocating for and expanding accessible opportunities in the arts, Art-Reach aims to serve the full spectrum of society with accessible arts experiences.

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
- Processes all Member payments and Arts Partner invoices in a timely manner with a high attention to detail and within the expectations outlined in Art-Reach's financial controls
- Manages daily workings of the In-Facility Program – responds to Member requests, schedules artists appropriately, and processes In-Facility payroll on a monthly basis
- Maintains accurate records, uses appropriate forms, databases and resources
- Works with Director of Programs to plan annual membership renewal process

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



Arts Partner Relations

- Maintains positive, proactive relationships with arts partners
- Motivates arts partners to remain engaged in programming
- Assists Director of Programs 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

Qualifications

Qualified candidates will have 1 – 3 years' experience in a nonprofit, cultural, or arts organization. A highly successful candidate will have a deep, practical knowledge and experience with Salesforce CRM. Experience with constituent/client databases or software is required. A bachelor's degree from an accredited institution is preferred. 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.

Compensation

This position has an annualized salary of \$35,000

Education Level

Bachelors, or equivalent combination of education and experience