



## Japanese Cultural and Community Center of Northern California

1840 Sutter Street, San Francisco, CA 94115 ~ (415) 567-5505

info@jcccnc.org ~ www.jcccnc.org

### JOB DESCRIPTION

**Title:** Membership Manager  
**Hours:** 9:00 AM – 5:30 PM (M-F)  
**Salary:** Commensurate on Experience (FTE) (Benefits)

### INTRODUCTION

The Japanese Cultural and Community Center of Northern California (JCCCNC) is a nationally recognized community based California nonprofit organization located in San Francisco's Japantown. The goal of the JCCCNC is 1) to preserve, promote, educate and share the Japanese/Japanese American cultural heritage; 2) to preserve the community's history, stories and legacy; 3) to develop and implement exchange programs between the Japanese American community and Japan; 4) to advocate, organize and empower the Japantown and the Japanese American community to address concerns and relevant issues; and 5) to address the most pressing, changing and emerging needs of the Japanese American community.

The nonprofit Center's main building opened in May 1986. It includes conference rooms, a full commercial kitchen, a community/social hall and offices which house a number of community nonprofit organizations. The Community Hall/Gymnasium addition was completed in 1990 and includes a high-school regulation-size gymnasium which has multipurpose usage for traditional Japanese and modern performing arts, cultural arts, social/recreational activities and large-scale community events. The first floor currently houses an exhibit gallery, community arts room, ceramics room and the Japanese American Historical Archives.

### RESPONSIBILITIES

Reporting to the Director of Development and Communications, the Membership Manager will support and manage projects/events to fulfill the mission and long-term vision of the JCCCNC primarily focusing on the goals of the Fund Development Department. The Membership Manager is responsible for developing, managing and successfully implementing an annual strategic membership campaign to meet and exceed fiscal goals; managing and maintaining the integrity of the Blackbaud Altru (Altru) constituent database; and providing administrative and communications support for the Development Department.

Essential functions of this management class vary by assignment and include managing the functions and resources of membership operations and programs; community/small business outreach and the development of strategic relationships, which includes attending events; budget development, administration and reporting; developing PR/Marketing and related materials; managing and improving the organization's use of Altru; performing a variety of research and reporting functions; and coordinating work/planning with other departments.

Typical duties may include:

- Managing the research, design and implementation of new and innovative membership programs, including the development of successful semi-annual membership drives.
- Developing and implementing dynamic marketing campaigns to promote membership recruitment (new) and retention (renewals).
- Managing the solicitation of current and new member benefits and incentives.
- Preparing and managing an annual membership work plan and budget.

- Managing the design and outreach of marketing materials for membership programs, including the development of the quarterly newsletter, membership materials and annual member benefit campaigns.
- Preparing and distributing marketing materials for fund development programs which includes but is not limited to ads/flyers and writing content for marketing purposes (press releases, website, social media).
- Managing administrative duties for membership development, including the data-input, analysis and reporting for dues, benefits and promotions utilizing Altru.
- Managing the organization's Altru database (all constituent records) to ensure that all records are maintained with the highest integrity.
- Preparing Altru queries (filtered/segmented constituent lists) for membership, and other departments.
- Conducting evaluations and assessments and preparing detailed management reports and supporting documentations of managed programs/projects.
- Performing multifaceted general office support, which includes but is not limited to printing, copying, mailing, filing, data-entry and coordinating meetings as directed.
- Providing support for interns and volunteers.
- Other duties as assigned.

Other duties vary by assignment and include: assisting in coordination of logistics and/or planning functions with other program areas which will include support of weekend and evening programs/events; actively participating in meetings and/or making presentations; performing a variety of research and reporting functions; and participating in staff retreats.

### **QUALIFICATIONS/SKILLS**

- Possession of a baccalaureate degree from an accredited college or university with coursework in public or business administration, finance, economics, social sciences, education, or a field closely related to non-profit/community organization functions.
- Minimum two years experience in membership development, planning and recruitment or equivalent work related background.
- Proficiency in database/customer relationship management systems preferred.
- Excellent organizational, verbal and written communications skills.
- Motivated to succeed in a team environment and ability to work within an intergenerational community.
- Proficiency with various computer and web applications, including Microsoft Office (Word, Excel, Outlook, PowerPoint), Google Drive, Dropbox.
- Proficiency in English (usage and grammar) and mathematics.
- Ability to multi-task, work in a friendly, fast-paced, ever changing environment with a commitment to organization and details.
- Ability to successfully prioritize and accomplish tasks efficiently and on schedule.
- Ability to work some evenings and weekends.
- Possession of a valid California Driver License.
- Experience working with non-profit organizations highly desirable.
- Experience and background with the Japanese American community a plus.

### **BENEFITS**

Full medical, dental and vision benefit coverage and 403b matching benefit plan following the successful completion of a 90 to 120 day evaluation period.

### **TO APPLY**

Interested qualified applicants should submit a cover letter and resume to:

Aya Ino, Director of Development and Communications at [aino@jcccnc.org](mailto:aino@jcccnc.org)

- Subject: Membership Manager and
- Please include where you found this posting

The JCCCNC is an Equal Opportunity Employer. Individuals from all backgrounds are encouraged to apply.