

JOB DESCRIPTION

Membership Coordinator

Full-Time / Non-exempt



Salary Based on Experience

Benefits Full medical, dental and vision benefit coverage*
Paid personal time off (PTO), legal holidays and year-end holiday leave (28 days/first year*)
403b retirement benefit matching plan
Flexible Spending Account (FSA)

Center Perks Free classes, team/family environment, pet-friendly, coffee/snacks, opportunity to make a difference in people's lives while contribution to the future of the community

INTRODUCTION

The Japanese Cultural and Community Center of Northern California (the Center/JCCCNC) is a nationally recognized community-based California non-profit organization located in San Francisco's Japantown. The goals of the Center are 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 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 other non-profit organizations. The Nisei Community Hall/Gymnasium addition was completed in 1990 and includes a high-school regulation-size gymnasium with multipurpose usage for traditional Japanese and modern performing arts, cultural arts, social/recreational activities and large-scale community events. The first floor also houses an exhibit gallery, art and ceramics rooms and the Japanese American Historical Archives.

The Center is open seven days a week and hosts over 100 programs and events annually, providing an array of traditional and contemporary Japanese cultural arts, sports/recreational activities, youth leadership development programs, community events, exhibits and forums, social services, performing arts, as well as a number of social activities for community members of all ages, from infants to seniors.

RESPONSIBILITIES

Reporting to the Director of Special Events and Marketing, the Membership Coordinator will support and manage projects/tasks to fulfill the mission and long-term vision of the Center primarily focusing on the goals and objectives of the Development Department. The Membership Coordinator is responsible for coordinating and successfully implementing an annual strategic membership campaign to meet fiscal goals; utilizing and maintaining the integrity of the Blackbaud Altru (Altru) constituent database; performing a variety of research and reporting functions; providing administrative and communications support for the Development Department; and coordinating work/planning with other departments.

Membership Programs and Operations Responsibilities

- Coordinate the implementation of the ongoing membership programs, including consistently completing the monthly administrative tasks for membership recruitment (new) and retention (renewals).
- Coordinate and assist with administrative duties for membership development, including the data-input, analysis and reporting for dues, benefits and promotions utilizing Altru.
- Coordinate and implement the plans for semi-annual membership drives.

Membership Programs and Operations Responsibilities (continued)

- Coordinate the implementation and outreach of marketing materials for membership programs, including the development of dynamic membership materials for membership recruitment and retention, and annual member benefit campaigns.
- Assist in 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, and social media).
- Assist in the management of the organization's Altru database (constituent records) to ensure that all records are maintained with the highest integrity.
- Assist in the preparation of Altru queries (filtered/segmented constituent lists) for membership and other departments.
- Assist in conducting evaluations and assessments and in preparing detailed reports of managed programs/projects.
- Ensure the annual membership work plan and budget is successfully completed.
- Perform multifaceted general office support, which includes but is not limited to printing, copying, mailing, filing, data-entry and coordinating meetings as directed.
- Coordinate, participate in and lead meetings.
- Provide support for interns and volunteers.

Other duties vary by assignment and include assisting in the coordination of logistics and/or planning functions with other program areas, which includes support of weekend and evening programs/events.

QUALIFICATIONS

- Possession of a baccalaureate degree from an accredited college or university with coursework in business administration, database administration, non-profit management, programming, marketing, or a field related to non-profit/community organization functions.
- Proficiency in database/customer relationship management systems preferred.
- Proficiency with various computer and web applications, including Microsoft Office (Word, Excel, Outlook, PowerPoint), Google Drive and Dropbox are beneficial.
- Proficiency in English (usage and grammar) and mathematics.
- Experience working with non-profit organizations and a general knowledge of the local and/or Japanese American community highly desirable.
- Agree to work some evenings and weekends.
- Possess strong verbal and interpersonal skills that are easily adaptable to diverse groups.
- Self-starter with the ability to work in a dynamic environment, set priorities and be self-directed, and use good judgement to make sound decisions.

TO APPLY

Interested qualified applicants should submit resume and cover letter to: jobs@jcccnc.org

- Subject: **Membership Coordinator**
- Please include where you found this posting
- No phone calls and serious inquiries only, please

Selection procedure: Information provided by the candidate in the Job Application/Resume will be assessed to determine his/her relative levels of job-related knowledge, skills and abilities. Only those candidates determined to be most qualified will be invited for an oral interview.

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

*after 90 day probationary period