

HOUSTON SYMPHONY

Job Title: Membership Manager
Department: Development
Reports to: Director, Annual Giving & Membership
Status: Full-time, Exempt
Salary Range: \$55,000-\$60,000 annually

For more information and to apply, please click the link below:

<https://www.paycomonline.net/v4/ats/web.php/portal/5DF197CB483F38559B6F80A2C5C8B953/jobs/415988>

Summary: The Membership Manager works closely with the Director, Annual Giving & Membership to successfully achieve contributed income goals for renewals and acquisitions from donors contributing under \$1,500 annually as well as develop the relationship between donors and the Houston Symphony through excellence in donor stewardship and engagement. This position manages large-scale, multi-channel renewal and acquisition campaigns including direct mail and digital solicitations. This key position is part of a large, dynamic advancement team that supports the work of Houston's world-class orchestra.

Please include a cover letter and resume when applying.

Essential Job Functions:

Annual Fund & Membership Fundraising

- Manage a group of 3,000+ membership level donors giving up to \$1,499 annually.
- Develop and execute year-round donor renewal and fundraising campaigns designed to increase participation and philanthropic support, overseeing audience segmentation, solicitation strategy, donor communications, campaign messaging, and multi-channel outreach through direct mail, email, text, phone outreach, and social media.
- Manage budgets for annual fund campaigns and donor communications, identifying cost-effective and resourceful approaches that maintain or enhance the quality and impact of fundraising materials and engagement strategies.
- Manage and produce donor recognition and annual fund communications, including donor listings and annual fund pages in InTune, stewardship post cards, holiday cards, campaign inserts, and other donor-facing materials.
- In collaboration with the Donor Events Manager, plan and execute 10+ donor stewardship and membership events, supporting donor engagement initiatives.
- Collaborate across departments to ensure fundraising messaging, organizational information, and campaign materials are accurate, consistent, and impactful.

Data Management & Reporting

- Serve as a Tessitura power user and primary administrator for GiveButter and Double the Donation, responsible for maintaining donor records, ensuring data integrity, and managing fundraising workflows across development platforms.
- Utilize donor analytics, predictive modeling, and segmentation tools to support fundraising strategy and fundraising targeting.
- Develop and produce regular data-driven reports and recommendations to support Annual Fund planning, forecasting, and decision-making, analyzing fundraising performance to inform strategy across Annual Fund campaigns and stewardship initiatives.

Qualifications:

- Bachelor's degree plus a minimum of two years of experience working on a Development team.
- Strong computer literacy including word processing, spreadsheet proficiency, and comfort with data analysis and reporting tools.
- Proficiency working with a CRM or other database, Tessitura experience preferred.
- Professional demeanor, detail oriented, excellent verbal and written communication skills.
- Ability to work successfully in a fast-paced environment while managing multiple tasks.
- Ability to work flexible hours, including evenings, weekends, and some holidays to attend donor events, meetings, and performances as needed.