

Membership Database Manager

Chamber Music America, the national network of ensemble music professionals, was founded in 1977 to develop, strengthen, and support the chamber music community. With a membership including musicians, ensembles, presenters, artists' managers, educators, music businesses, and advocates of ensemble music, CMA welcomes members representing a wide range of musical styles and traditions. In addition to its funding programs, CMA provides its members with consulting services, access to instrument and other insurances, conferences, seminars, and its quarterly publication, *Chamber Music* magazine.

Job Description

This role operates within the Advancement team to help drive revenue, assist in acquiring and retaining members, and advance the organization's individual giving program. The Database Manager is responsible for and manages the information systems that support the Advancement team's membership and fundraising efforts through data input and extraction, gift processing, and management of records. This role requires precise attention to detail, inventive and creative problem solving, experience with CRM and RMS platforms, and an interest in donor/member management and cultivation. Ideal candidates will have nonprofit and membership experience in the performing arts and media. This position is ideal for someone with office and database experience and is looking for a remote opportunity.

Position Type: Full-time (32-hours), non-exempt, benefits eligible.

Hours: Chamber Music America operates on a Monday through Thursday schedule, hours 9:00am to 5:00pm; on-call during the Conference and other events. This is a remote position with flexibility and a 4-day work week.

Location: Remote, limited travel

Department: Advancement

Reports to: Director of Advancement

To apply: Please send a cover letter and resumé to Jenny Ouellette, jouellette@chambermusicamerica.org.

Responsibilities Include:

The Database Manager is responsible for day-to-day list and data management. Key tasks include:

- Manage all aspects of gift processing, including data entry, receipting, and preparing acknowledgement letters.
- Manage all data entry for constituent records, including address and contact updates, deaths, business/organization information, relationships, etc.
- Creates strategies for organizing and list building for outreach
- Supports the Director of Advancement with special projects including prospect research, data cleanups, and campaign building.
- Reporting:
 - o Creates and maintains dashboards and reports to track and analyze departmental initiatives for annual giving, membership, and benefits
 - o Prepares and submits monthly and annual reporting for benchmarking purposes
 - o Ensures best practices and procedures for organization's membership database
- Assists Director of Advancement with future data projects, including migration and implementation of new CRM platform.

Qualifications:

Successful candidates will possess the following qualifications and competencies:

- Demonstrated experience in SalesForce, Raiser's Edge, Bloomerang, Tessitura, or other Relationship Management System or Customer Relations Management platform.
- Experience in a nonprofit fundraising or membership office with a focus on data
- Experience in the performing arts industry
- Strong written, verbal, and interpersonal skills
- Ability to meet deadlines and to work independently and remotely; demonstrates effective use of time and ability to handle multiple assignments simultaneously

Additional Requirements

- A demonstrated commitment to fostering an equitable, accessible, and inclusive environment in all areas of work.
- Physical requirements during the conference or in-person events may include stooping, kneeling, bending, standing, crouching, lifting of up to 35 pounds. Day-to-day, tasks require working at desk for long periods and using computer equipment.
- Ability to work in a constant state of alertness in a safe manner.

Compensation

- This position earns an hourly rate of \$27.00, plus the standard company benefits (including medical insurance, 403-b contributions, and paid time off).
- There are 24 pay periods in the calendar year; pay dates are the 15th and last day of each month.

To apply: Please send a cover letter—outlining your experience and why you are a fit for this role—and resumé to Jenny Ouellette, jouellette@chambermusicamerica.org.

Conflict of Interest. *You are expected to enter employment with Chamber Music America (the Company) without constraint by any prior employment, consulting agreement or relationship. You are expected to not have confidential information arising from prior employment, which in your best judgment would be used with your employment with the Company.*