

Membership Coordinator

Department: External Relations

Reports to: currently, Director of External Relations; when hired, Deputy Director of Development

Direct Reports: N/A

Classification: This is a full-time, exempt (salary) position, eligible for an array of benefits including health & dental insurance.

Compensation: \$45,000 annually, plus benefits

How to apply: Please submit resume and cover letter to human.resources@longwharf.org. Please include in the subject line: "Membership Coordinator."

The Invitation:

Long Wharf Theatre is a gathering place dedicated to producing boundary-breaking theatre with and for its kaleidoscopic communities. We believe that theatre is for everyone, and that art and activism can live side by side. We are committed to building boundary-breaking theatre with, for, and by the greater New Haven community. We are hiring a Membership Coordinator to attend to the care and stewardship of Long Wharf Theatre Members and help grow our Membership program.

The Work Environment and Culture:

The leadership at LWT cares deeply about staff culture and development. Members of the LWT staff are encouraged to engage in courageous conversations within departments and interdepartmentally. There is a belief within the organization that great art comes from great relationships. LWT supports and cares for team members as a reflection of the quality of artistic exploration on our stages.

The Duties (including, but not limited to):

- Serve as point of contact for Long Wharf Theatre Members, assisting with Member benefit fulfillment with the highest possible level of customer service.
- Provides support for new and existing Membership program initiatives.
- Coordinate and distribute Member communications, including monthly Member newsletter.
- With the Development and Events Manager, plan and execute Member cultivation and recruitment events
- Ensure the accuracy of Member records in the database.
- Manage monthly Member renewal process.
- With the Director of External Relations and members of the External Relations team, set annual and quarterly Member recruitment goals and deliver strategies to achieve these goals.
- Track the success of the Membership program and provide monthly reports.
- Collaborate and coordinate with other departments/teams engaged in Member activities and programs.
- Help staff External Relations and community events; support community outreach and engagement work.
- Other duties and responsibilities as assigned and needed.

The Skills & Expertise Needed:

- Commitment to working within an organization dedicated to advancing anti-racism, gender equity, and radical inclusion.
- Comfort with cross-departmental collaboration is essential.
- Strong interpersonal and customer service skills; the ability to engage with almost anyone.
- Attention to detail and track record of setting and meeting deadlines.
- Ability to manage multiple projects and priorities simultaneously.
- Understand the need to keep Member and donor information confidential and secure.
- Strong organizational skills and the ability to work independently as well as in a team environment. Proactive and self-directed.
- Experience working in Spektrix or similar donor/ticketing database is a plus.
- Ability to learn web-based software required for the job and for administrative purposes.
- Ability to use a computer for email, calendaring, spreadsheets, and word processing.
- Provable eligibility to work in the US.

The Experience Needed:

- 1-3 years work in customer service or similar setting; familiarity with working in an office.
- Interest in/knowledge of live theatre or the performing arts.

***Full vaccination against COVID-19 is required as a condition of employment.**