

Temple Emanu-El Job Description

Job Title: Director of Membership

Classification: Salary, Exempt

Status: Fulltime, 12-month

Reports to: Senior Director of Congregational Advancement

SUMMARY DESCRIPTION

Temple Emanu-El is seeking a high-energy and experienced membership professional for the position of Director of Membership. This individual will work closely with the Senior Director of Congregational Advancement in coordinating and managing the congregation's membership program while connecting members with aspects of synagogue life that meet their spiritual and communal needs through the Temple's core values of community, learning, worship, social justice and Israel.

The Director of Membership will exhibit strong verbal and written communication skills, event planning, and reporting. Additionally, the individual will be detail-oriented, organized, and able to work with staff and volunteers to plan and implement activities to reach membership goals. The position will focus on program development and management and recruiting and engaging members while working closely with the clergy advisor, lay leaders and the membership committee. This individual supervises the Membership Data Administrator and works closely with the Director of Member Support.

KEY AREAS OF RESPONSIBILITY

New and Prospective Members

- Work with the Senior Director of Congregational Advancement and the Advancement team to identify new ways to recruit new members.
- Develop plans for prospective member recruitment.
- Increase Temple membership
- Communicate with new and prospective members, conduct in-person and phone conversations, and provide building tours while documenting all inquiries in the database.
- When appropriate, coordinate meetings between key staff/clergy and prospective/new members.
- Work with the communications team to create new print and electronic membership materials.
- Conduct intake interviews to assess new members' interests and skills, helping them find their path into Temple.
- Collaborate with appropriate Temple staff members to help integrate new members into their areas of interest.
- Plan and organize new member orientations and gatherings.

Ongoing Member Experience and Management

- Work with the Advancement Team and Membership Committee to design a plan with measurables to enhance member experiences that can be measured.
- Attend Shabbat services as needed, focusing on welcoming prospective and existing members.

Administration

- Prepare membership reports and data analysis for the Board and other lay groups.
- Submit and monitor yearly budgets and grant requests for the membership department.
- Provide regular reports to staff, clergy, and lay leadership detailing new members, resignations, deaths, prospective members and terminations.
- Contact members who resign, conduct exit interviews and report findings as appropriate.
- Work closely with the Director of Member Support and the accounting team on the dues collection/aging process.
- Conduct confidential conversations with members experiencing financial difficulty and assist them with special dues arrangements.
- Staff weekend Careline in rotation with other staff.
- Collaborate with staff assisting members and prospective members with High Holy Day admissions.
- Work with the Member Care Coordinator to assist in managing and implementing processes to use the database as an engagement and membership retention tool.
- Collaborate with the Membership Data Administrator to ensure the integrity of the database.

Communications

- Work closely with the communications team to keep the website's membership pages and engagement opportunities current.
- Utilize social media platforms to promote engagement opportunities for new and existing members.

QUALIFICATIONS

- Strong interest in and commitment to the core values of Temple Emanu-El.
- Bachelor's degree a minimum.
- Minimum of 3-5 years in membership, recruiting, or school admissions.
- Well-organized with the ability to handle multiple tasks and a demonstrated completion record.
- Experience with Raiser's Edge is preferred.
- Ability to set priorities and meet multiple deadlines with minimum supervision.
- Flexibility to work evenings and weekends.
- Strong interpersonal, oral, and written communication skills.
- Knowledge of social media platforms.
- High enthusiasm, creativity, and sociability.

