



Membership & Volunteer Coordinator Job Description Crooked Tree Arts Center (Petoskey, MI)

Position Title: Membership & Volunteer Coordinator

Location: Crooked Tree Arts Center, 461 E Mitchell Street, Petoskey, MI

Reports To: Development & Events Manager

Status: Full-time, Exempt

About Crooked Tree Arts Center:

Crooked Tree Arts Center (CTAC) is a non-profit organization serving Northern Michigan for over 50 years. At CTAC, our mission is to create ways for people to connect, learn, and grow through the arts. We offer year-round visual arts exhibitions, classes, lectures, performances, and other special events.

Position Overview:

As the Membership & Volunteer Coordinator at Crooked Tree Arts Center-Petoskey, you will play a key role in managing and expanding the membership and volunteer programs. Under the supervision of the Development and Events Manager, you will provide essential administrative and operational support to ensure the smooth functioning of the development department, including database management. You will be responsible for deepening and expanding relationships with members, managing member benefits, and overseeing special events, projects, and programs that enhance membership value.

This position involves tasks such as gift processing, membership tracking, volunteer coordination, and maintaining accurate records. The ideal candidate is detail-oriented, highly organized, and personable, thriving in a dynamic, fast-paced, and creative environment.

Essential Duties and Responsibilities:

Membership & Database Management (50%)

- Respond to member inquiries and provide information about membership benefits and programs to prospective members.
- Ensure excellent customer service and foster positive relationships with members.
- Manage the CRM software (Neon) to maintain accurate member data, including updating records, entering donations, processing gifts, and managing dues and payments.
- Generate reports in CRM to track membership status, growth, and engagement, identifying opportunities to expand the membership program.
- Collaborate with the Development & Events Manager to develop strategies for attracting new members and retaining current members through effective engagement and stewardship.
- Identify new ways to engage members, including expanding the reach of current activities and creating new opportunities.
- Assist in implementing member benefits, such as special events, mailings, and promotions.

- Support the preparation of membership communications, including renewal letters, emails, and phone calls.

Volunteer Coordination (30%)

- Manages the volunteer database and coordinates volunteer recruitment for all program areas serving as a primary contact for volunteers
- Foster a positive and supportive volunteer environment, promoting engagement and retention and developing and implementing recruitment strategies to attract qualified volunteers.
- Help deliver comprehensive training programs for volunteers, covering relevant skills, policies, and procedures in collaboration with program directors
- Provide ongoing support and resources to volunteers.
- Assign volunteers to appropriate roles and projects based on their skills, interests, and availability.
- Maintain accurate records of volunteer hours, performance, and other relevant information.
- Recognize and appreciate volunteers' contributions through various methods (e.g., events, certificates).

Guest Services (20%)

- As needed, cover the front desk and greet and engage visitors at the Arts Center.
- Processes transactions in-person and over the phone, including class registrations, memberships, donations, tickets for events and art sales.
- Answers questions about upcoming events and classes, navigating our website, things to do in Petoskey, the history of our building, and much more.

Knowledge, Skills, and Abilities Required:

- Strong communication skills - both written and verbal for interacting with members, volunteers, staff and visitors
- Excellent customer service skills with ability to handle inquiries, resolve issues and build rapport with members
- Excellent organizational skills with attention to detail and ability to manage multiple tasks and meet deadlines
- Proficiency in using databases, customer relationship management systems (Neon), and Google Docs/Drive platform with aptitude for new technology
- Ability to use discretion and confidentiality
- Knowledge/experience in the arts and/or non-profit settings is a plus but not required.

Minimum Qualifications:

Bachelor's degree preferred and previous experience in customer service, sales or membership management.

Compensation:

- Salary Range: Between \$40,000-\$45,000, commensurate with experience
- Health Insurance
- 403 B Retirement Plan
- Short-Term Disability Plan

To apply:

Please email a cover letter, resume, and three professional references to angela@crookedtree.org with subject: Membership & Volunteer Coordinator. References will not be contacted without your knowledge. Email materials