



**Position Title:** Director of Member Services

**Status:** Exempt; Salaried; Full Time

**Reports to:** President

**Salary:** \$85,000 starting salary, with comprehensive benefits package

**About MCF:**

The Minnesota Council on Foundations is a membership organization serving philanthropic organizations with grantmaking activities in Minnesota. MCF members include 150 organizations which represent family philanthropy, community philanthropy, corporate philanthropy and private philanthropy. Its staff of 11 provides services, education and supports to its members, in addition to promoting public policies that strengthen philanthropy in society, and advancing diversity, equity and inclusion in the field of philanthropy.

**About MCF staff:**

Staff of the Minnesota Council on Foundations are in a special position to work in service to, and in partnership with, Minnesota's vibrant philanthropic community. MCF staff efforts are aligned to deliver an excellent member experience, ensure organizational strength, advocate for the philanthropic sector, and advance diversity, equity and inclusion within MCF and throughout the field of philanthropy. MCF staff are committed to on-going learning, with a focus on acquiring knowledge about: the field of philanthropy; diversity, equity and inclusion; and the tools necessary to successfully carry out the work. MCF staff design programs and services to meet member needs, often through the work of member committees and networks. MCF's work is carried out through the efforts of internal teams, and collaborations with members, partners and stakeholders.

**Job Description:**

The Director of Member Services is responsible for developing strategy and overseeing implementation of all member programming and services, and the member renewal, recruitment and retention process. The Director of Member Services supervises the following positions: Member Services Manager (responsible for implementing member services and programs); Member Engagement Manager (responsible for implementing the member renewal, recruitment and retention process, managing member data and relationships, and tracking and reporting member engagement); and the Communications Manager (responsible for developing communication, marketing, advertising and research strategies). The Director of Member Services works in close collaboration with the President; Director of Diversity, Equity, and Inclusion; and Director of Public Policy, and provides leadership to ensure that all programming is aligned toward an excellent member experience and to ensure organizational strength and health.

**Responsibilities:**

- Develop and implement a service and program strategy.
- Design and implement member renewal, recruitment and retention process.
- Develop and implement the annual conference.
- Oversee MCF's collaborative philanthropy strategy.
- Develop prospects, strategies and goals for new member recruitment.
- Support the Communications Manager to develop and ensure successful implementation of communications, marketing and research strategy.
- Lead the Programs Team to ensure alignment of all programs, DEI and public policy efforts.
- Supervise Member Engagement Manager, Member Services Manager and Communications.
- Work with President and Finance & Administration Manager to align revenue and program expenses to ensure organizational strength and health.
- Work with Member Engagement Manager on collection and analysis of data to appropriately track and utilize information related to member relationships and engagements.
- Work with Member Services Manager to ensure the delivery of relevant and desirable programming for members that meets the needs of Minnesota's philanthropic sector.



- Orchestrate the efforts of the entire MCF team to ensure the delivery of timely and high quality member programs and services, and excellent member experience.
- Attain a high level of knowledge of the field of philanthropy to ensure fluency in member interactions.
- Engage in continuous learning to advance diversity, equity and inclusion within MCF and throughout the field of philanthropy.
- Work with member committees and networks, and engage with MCF's board of directors.
- Develop and engage in program partnerships with key stakeholder groups.
- Develop sufficient mastery of data collection and management tools to support the Member Engagement Manager, and generate reports to inform the member renewal, recruitment and retention strategy.

**Qualifications Desired:**

- Experience designing and implementing a complex array of programs and services.
- Experience with member organizations.
- Experience with, or understanding of, the field of philanthropy and Minnesota's philanthropic community.
- Experience with strategic communications, marketing, advertising and sponsorships.
- Understanding of adult learning styles and diverse delivery modes for professional education and programming.
- Experience designing and producing conferences.
- Understanding of organizational and program budgets, their development, management and role in ensuring organizational health.
- Experience supervising employees.
- Experience building and leading effective teams.
- Ability to lead the coordination of cross-departmental efforts.
- Understanding of and appreciation for, the role of public policy in nonprofit and membership organizations.
- Excellent relational skills, including building, nurturing, and tracking member relationships.
- Ability to build and maintain strong partner relationships.
- Experience with managing vendors and contract relationships.
- Ability to work in teams and provide member services during typical office hours, with occasional evening and weekend work, and periodic travel within and outside of Minnesota.
- Commitment to advancing diversity, equity and inclusion, including personal and organizational growth.

**How to apply:**

Please send your cover letter and resume to: [mcfjobs@mcf.org](mailto:mcfjobs@mcf.org) and in the subject line please write: *Director of Member Services application.*

We will begin reviewing applications on July 22, and those who apply by then will have priority. However, the position will remain open until filled. If you have any *inquiries* about this position, please email [jobinquiries@mcf.org](mailto:jobinquiries@mcf.org)

The Minnesota Council on Foundations is an equal opportunity employer.