



Position Title: Member Engagement Manager

Status: Exempt; Salaried; Full Time

Reports to: Director of Member Services

Salary: \$60,000 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 Member Engagement Manager is responsible for implementing the member renewal, recruitment and retention process, and utilizing data tools and analysis to inform the process. The Member Engagement Manager works in close partnership with (and is supervised by) the Director of Member Services, to develop member engagement strategies and systems to track them. The Member Engagement Manager coordinates development and management of databases to support routine communication with MCF members and key government and community stakeholders. The Member Engagement Manager provides information and reports to the President, staff colleagues, and the MCF board of directors, to inform budget development, and to ensure timely and accurate financial practices related to membership dues, paid programming, grants, and other revenue that supports the organization. The Member Engagement Manager is the primary user of the organization's relational database (Salesforce) and is responsible for setting expectations and providing training and support for other users on the MCF team.

Responsibilities:

- Design and implement the annual member renewal process.
- Collaborate with the Director of Member Services on new member recruitment strategy and goals.
- Serve as primary system administrator for the Salesforce.com environment, managing the day-to-day basic administrative functions and configuration, support, maintenance and improvement of the CRM platform.
- Maintain member data, and data hygiene, to ensure accurate reporting and accounting of the member experience and member relationships.
- Develop and implement tools and processes for member event registrations and payments.
- Establish expectations and deliver education and support to MCF team to ensure that all members have sufficient mastery of CRM to ensure accurate, timely inputs reflecting all member engagements.
- Prepare and send monthly invoices, and collaborate with the Finance & Administration Manager to ensure timely and accurate invoicing and recording of member payments.



- Deliver timely, high quality responses to member requests and inquiries.
- Develop reports and analysis to inform membership and program strategy.
- Collaborate with communications team to ensure that website and CRM technology systems are interacting to support an excellent member experience.
- Participate in United Philanthropy Forum systems users group.
- Maintain up-to-date knowledge of CRM system (currently Salesforce), advising the President on necessary changes and upgrades, and managing those processes.
- Attain basic knowledge of 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.

Qualifications Desired:

- Salesforce experience, or experience with another relational database and willingness to attain a level of skill sufficient to be MCF's primary Salesforce administrator.
- Skilled at designing and extracting relevant data to deliver reports that inform organizational strategy.
- Appreciation for excellent data hygiene and ability to ensure data integrity.
- Experience working in cross-departmental teams.
- Appreciation for service excellence, and delivering excellent member experience.
- Experience in process design and implementation.
- Experience in membership organizations.
- Excellent relational skills, including building, nurturing, and tracking member relationships.
- Ability to work in teams and provide member service during typical office hours, with occasional evening and weekend work, and periodic travel within and outside of Minnesota.
- Outstanding attention to detail.
- 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 and in the subject line please write: *Member Engagement Manager 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

The Minnesota Council on Foundations is an equal opportunity employer.