



Position Title: Member Services 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 Services Manager is responsible for design and implementation of member programming and services including, but not limited to: peer networks, tools and resources to strengthen philanthropic practice, educational programming, events, and the annual conference. The Member Services Manager works in close partnership with (and is supervised by) the Director of Member Services, to develop and implement strategies, services, and programs to ensure an excellent member experience. The Member Services Manager works closely with members, and frequently delivers programming and services in member-based locations. The Member Services Manager is expected to have, and continuously and actively attain, relevant, up-to-date knowledge about the field of philanthropy in order to design and implement programs to strengthen philanthropic practice in Minnesota.

Responsibilities:

- Develop and implement member programming related to strengthening philanthropic practice.
- Develop and implement peer networks as part of MCF's collaborative philanthropy strategy.
- Develop and implement the MCF annual conference.
- Collaborate with the Director of DEI and the Director of Public Policy, under the direction of the Director of Member Services, to ensure alignment of all programs and services.
- Collaborate with the communications team to ensure timely and effective communications and marketing to promote member programming and enhance the member experience.
- Collaborate with the Member Engagement Manager to ensure that member experiences are tracked, and reports and analytic tools are available to understand the member experience, and inform the design of future programming.
- Oversee and staff member committees and networks.
- Develop revenue through program and conference sponsorships.
- Deliver timely, high quality responses to member requests and inquiries.
- Attain sufficient mastery of member database to contribute to accurate tracking of member engagement.
- Attain advanced knowledge of the field of philanthropy, and tools to strengthen philanthropic service.



- Ensure that program revenues and expenses are aligned to ensure organizational health and strength.
- Engage in continuous learning to advance diversity, equity and inclusion within MCF and throughout the field of philanthropy.

Qualifications Desired:

- Experience developing and implementing programs, particularly for membership organizations.
- Experience working with committees, networks and member groups.
- Experience with, or understanding of, Minnesota's philanthropic community.
- Understanding of adult learning styles and diverse delivery modes for professional education and programming.
- Ability to analyze and use data to design relevant programs and services.
- Appreciation for service excellence and delivering an excellent member experience.
- Experience developing and making presentations.
- Experience in conference planning.
- Commitment to advancing diversity, equity and inclusion, including personal and organizational growth.
- 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.

How to apply:

Please send your cover letter and resume to: mcfjobs@mcf.org and in the subject line please write:
Member Services 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.