

Pittsburgh Downtown Partnership Job Description



Job Title: Member Relations Manager
FLSA Status: Part-time/ Hourly (20-25 hours/week)

Position Summary:

The Member Relations Manager is responsible for the planning and implementation of outreach initiatives, programs, and projects that strategically engage current members, cultivate new members, enhance volunteer participation and provide tangible benefits to members and the business community of Downtown Pittsburgh. The Manager will help drive the growth of the Partnership's membership base, including engagement in PDP programs and projects.

Essential Duties and Responsibilities:

- Prepare and maintain a prospect list of potential new members and conduct outreach to schedule introductory meetings to discuss the PDP membership opportunities
- Develop Membership programs and events that attract new members and engage and retain existing members
- Compile membership packets and work to identify and develop membership recruitment and retention collateral materials
- Establish and build relationships with CEOs and senior staff of existing and prospective PDP members by maintaining regular communication via direct contact, email blasts, web page and print publications
- Support the President & CEO in furthering partnerships with external organizations and constituents to bring value to members through engagement with relevant external entities
- Generate member prospect leads through a variety of sources including direct leads the Internet, and periodicals
- Identify and invite members to PDP membership events, providing staff support as needed.
- Provide staff support to Membership Committee to implement new initiatives, recruit and retain new members, and ensure benefits and events effectively serve all members
- Participate in the development of member related content for social media and conduct regular reviews of membership website content to ensure consistent and updated messaging
- Track and maintain member participation and engagement statistics by creating data that clearly illustrates member involvement in the PDP
- Achieve budgeted revenue goals
- Collaborate with PDP Volunteer Coordinator to provide targeted membership service opportunities
- Responsible for compiling Membership Committee meeting notes, sending follow-up correspondence and tracking committee membership recruitment progress

General Skills

- Bachelor's degree in marketing, journalism, communications, business or related field
- Excellent oral and written skills necessary to effectively cultivate relationships with prospects, members, volunteers, community stakeholders and all levels of staff.
- Experienced with business development, membership relations and sales, fundraising, or similar field
- Highly motivated, detail and results-oriented.
- Experienced with public relations and customer service;
- Self-directed but able to work collectively as a team player.

- Capable of overseeing a project from start to finish or jumping in mid-stream.
- Must be able to professionally represent PDP to the public, municipal authorities, sponsor and corporate contacts.
- Demonstrated ability to prioritize tasks, successfully manage multiple priorities simultaneously, meet deadlines and deal with change.
- Adept computer skills in Microsoft Office.

Compensation

Compensation commensurate with experience with opportunities for performance-based bonuses. Wage rate will range from \$25 - \$30 per hour.

Apply

Interested candidates are encouraged to submit a cover letter and resume to resumes@downtownpittsburgh.com.