

Position: Membership Sales Associate

Reporting to: Director of Development

JOB SUMMARY:

The Membership Sales Associate will work closely with the Development/Membership team to provide strategic, customer-facing, sales-driven support for all activities related to membership and development. Specific attention will be spent on implementing and expanding the annual membership program, benefits fulfillment, and maintaining accurate records.

Essential Responsibilities: Responsibilities of the Membership Sales Associate (as they relate to the organization's goals) include, but are not limited to:

- Coordinating the overall membership program, preparing work plan for activities and events that will expand PFS membership base and member loyalty. Ensuring timely implementation of all member benefits and distribution of materials.
- Facilitating and implementing member benefits; cultivation activities; and robust retention, upgrade, and acquisition programs and promotions.
- Attending events, including regular film screenings, receptions, and select other activities as required.
- Managing member communications, including renewal notices, event invitations, and regular e-mail updates. Drafting correspondence on a regular basis to include timely, relevant, and accurate information.
- Conducting outreach to upper level members, preparing regular communications and cultivation activities that deepen engagement in PFS programs and mission.
- Maintaining member/donor/prospect data records in CRM system. Processing and acknowledging all membership transactions. Generating reports and lists as needed to support organizational objectives.
- Preparing and reconciling monthly financial reports for membership.
- Creating and maintaining member records.
- Handling all inquiries related to Membership.
- Performing other duties as assigned.

Qualifications:

- Bachelors degree or equivalent work experience
- Exceptional interpersonal and communication skills, with a strong customer service ethic
- Ability to work evening film screenings and events
- Strong organizational/multi-tasking skills, attention to detail and an ability to meet deadlines
- Ability to work in a collaborative environment
- Flexibility and a positive attitude
- Experience with CRM software system preferred
- Knowledge of/passion for film strongly preferred