



## FLORIDA STATE<sup>®</sup>

SEMINOLE BOOSTERS

### **Position Title: Director of Member Services**

This position reports directly to Vice President of Marketing and encompasses three main functions:

- Donor Records and gift processing support
- Customer Service
- Member Stewardship and Benefits

The primary purpose is to enhance the annual member experience with our organization. This position will focus on customer service, development officer support, donor records, fulfillment, retention, as well as additional opportunities for nurturing the relationships with all our annual donors.

**The Director position will lead and manage a team of 3 member services specialists who have the following responsibilities.**

1. Gift management and processing support
  - a. Contact information updates in the database
  - b. Gift adjustments
  - c. Interact with members who inquire about account information
  - d. Support development staff in processing donor gifts and gift agreements
  - e. Support the “Pod” partnership between development, membership/sales, and Client Services
2. Retention – year-round relationship building
  - a. Help develop and administer of the annual membership stewardship plan
  - b. Coordinate activity with membership/sales and development team
  - c. Lead retention efforts for Iron Arrow-Renegade level members and support the membership and Development team with retention efforts for all members
  - d. Work with VP of Marketing and coordinate with VP of Development and VP of Membership/Sales to inform members of the impact of their contribution
    - i. Note cards and thank you calls
    - ii. Events support
    - iii. Milestone recognition
    - iv. Birthday Cards
3. Support financial transparency
  - a. Financial reporting – Annual Fund impact reports, work with the VP of Stewardship on the annual financial report
4. Fulfillment
  - a. Member packet – car tags, decals, member card, etc.
  - b. Random Acts of Kindness program
  - c. One Tribe Loyalty Rewards program management
  - d. Early Renewal Incentives

5. Recognition –recognition of annual membership
  - a. Annual Gifts for Silver, Golden, Platinum and Legacy Chiefs
  - b. New or upgraded member incentives
  - c. Lists – Online recognition
  - d. Member appreciation at sporting events
  - e. Giving Milestones – New, Anniversary recognition, consecutive years acknowledgements
  - f. Cumulative giving – Work with the VP of Stewardship on lifetime giving
6. Customer Service – Proactive outreach and responsive service
  - a. Proactive member communications and updates
  - b. Phone: Answer the main line Monday through Friday, 8:00 am to 5:00 pm
  - c. Email: Answer all email inquiries from the main inbox
  - d. Email: Sending email communications for specific service-based messaging to members

**Education & Experience:**

- Bachelor’s degree required
- Minimum of 3 years of experience in these areas (customer service, member retention)
- Experience working with a complex donor database preferred
- Successful completion of an employment and/or criminal history background check required
- Proven ability and success in a fast paced and constantly changing environment

**Skills and Abilities:**

- Knowledge of customer service and donor retention strategies
- Experience leading and managing a team
- Proficiency in a networked environment with Windows with a variety of software applications including email, Excel, Word, and Web navigation
- Careful attention to detail and strong organizational skills with a capacity to meet the requirements of deadline-driven work environment
- Ability to manage and prioritize multiple responsibilities
- Excellent communication skills to include effective writing and interpersonal skills
- Ability to solve problems and stay composed and focused in pressing situations
- A self-starter, comfortable working with a team and independently, and the ability to take direction and constructive criticism
- Establish and maintain positive relationships, facilitating an environment of collegiality
- Ability to converse with a wide range of audiences, including internal staff, University staff and dignitaries, donors, vendors, etc.
- Ability to work flexible hours, including evenings and weekends
- Professional demeanor

To apply, email a cover letter and your resume to [BoostersHR@fsu.edu](mailto:BoostersHR@fsu.edu)