Interim Data & Membership Specialist

Theatre Bay Area, one of the largest regional performing arts service organizations in the nation, seeks an enthusiastic applicant to join its team. The interim data & membership specialist, reporting to the Finance & Operations Officer, will be a database maven who will lead TBA in its transition to a new database and help bridge a staffing gap as we restructure to best serve the theatre community as it reopens. This position is responsible for the day-to-day stewardship of membership and donor communications and benefits as well as playing a key role in our ongoing efforts to ensure impact, inclusion and effectiveness.

This would be a perfect position for a temporarily furloughed box office person who loves helping customers, sharing their love of theatre and/or the performing arts, and finds elegance in a carefully constructed data report. This position will be at least 50% data management and hygiene. The successful candidate will be a fast typist and have a keen eye for detail. You will excel in this position if you are the type of person who frowns when one address says Street and the other St. The successful candidate does not need to know our particular database system, a consultant will train, but it will be helpful if you either have experience in several systems or are the designated expert in your pre-COVID office. If you are a self-starter who enjoys solving problems, crafting reports, and removing duplicates, this job is for you. TBA will ask for at least a three-month commitment. The position could become permanent or revised once TBA completes its restructure.

MAJOR AREAS OF RESPONSIBILITY

MEMBERSHIP

- Provide excellent and timely customer service to members/TBA awards program participants through phone, email and in-person
- Prepare donor data for mapping (to be performed by consultant)
- Maintain integrity of membership information in database
- Provide fulfillment of TBA membership benefits
- Maintain organizational calendars (internal and external)
- Manage event registration
- Assist with granting programs as needed
- Extremely detail-oriented and organized, proactive and professional who can keep their cool in stressful situations (which we try to avoid!)
- Ability to work and communicate with a variety of people and diverse communities.
- Beta test data conversion
- Other duties as assigned

QUALIFICATIONS

- Two years experience in box office, membership office, or donor relations
- Proficiency in developing CRM reports
- Proficiency in at least one of the following CRMs: Salesforce, Tessitura, your membership, Raisers Edge, Neon, Salesforce, Etapestry, ProVenue, Wild Apricot, TAM, Bloomerang, Versai, or Altru.
- Enjoys solving problems

Compensation
Starting rate is $20 an hour.

Theatre Bay Area's Values
Theatre Bay Area is committed to embodying and centering the values of community, impact, inclusion, service, and sustainability.

ABOUT THEATRE BAY AREA

Founded in 1976, Theatre Bay Area is known for its innovative programs and services, and counts as its members some 300 theatre companies and nearly 2,000 individual artists across the region. Theatre Bay Area's mission is to unite, strengthen, promote and advance the Bay Area theatre community working from its conviction that theatre and all the arts are an essential public good, critical to a truly prosperous and democratic society, and invaluable as a source of personal enrichment and growth. Theatre Bay Area asserts the particular power of theatre to inspire empathy and understanding, to enrich individual lives, and create community.

Theatre Bay Area has a collegial, inclusive work environment and actively embraces a diversity of people, ideas, talents, and experiences. We highly encourage BIPOC individuals, persons with disabilities, trans and gender-noncomforming individuals and persons from other historically underrepresented groups in our community to apply. Theatre Bay Area is an Equal Opportunity Employer. We do not discriminate on the basis of race, color, creed, religion, national or ethnic origin, sex, sexual orientation, gender identity or expression, age, disability or veteran status.

Please send a cover letter and resume to nichole@theatrebayarea.org