

## Join the Filoli Team: Membership Manager

At Filoli, we believe in connecting people with nature, beauty, and the stories that shape our history. If you share our passion for fostering meaningful relationships and making a lasting impact, we'd love to invite you to join our team as our new Membership Manager.

In this role, you'll help grow and nurture a thriving membership program, creating experiences that keep our members engaged, inspired, and excited to be part of Filoli. Whether you're helping new members get started, ensuring existing members feel appreciated, or planning exciting events, your work will directly contribute to Filoli's vibrant future.

### What You'll Do

- **Lead with Heart:** Manage all aspects of our membership program, from attracting new members to maintaining strong relationships with our 23,000+ current members.
- **Collaborate Across Teams:** Work closely with departments like Operations, Events, and Development to make sure membership is integrated seamlessly into all of Filoli's activities and initiatives.
- **Create Engaging Experiences:** Plan and execute fun membership events like the Guild Tea Party, plus coordinate annual membership drives and special promotions.
- **Communicate Effectively:** Keep members informed and engaged with newsletters, renewals, and special communications.
- **Drive Results:** Monitor membership growth, renewals, and retention, adjusting strategies as needed to meet goals.
- **Manage a Great Team:** Oversee a small but dedicated membership staff, helping them grow professionally and ensuring we deliver top-notch service.

### What We're Looking For

- **Experience:** You've got at least 2-4 years of experience in a membership, development, or similar role, ideally in a non-profit environment. You're comfortable working with database systems (CRM-Blackbaud's Altru), ticketing systems (Roller), email marketing platforms (Klaviyo) and Microsoft Office/Google apps.

- **Strong Communication Skills:** You're great at building relationships, whether it's with members, colleagues, or vendors. You've got excellent writing and speaking skills, and you know how to get the message across in a friendly, approachable way.
- **Team Spirit:** You're a natural collaborator with leadership experience. You can lead and support your team, while also working well with others across the organization.
- **Attention to Detail:** You're organized, efficient, and love keeping things running smoothly.
- **Passion for Inclusion:** You believe in creating an inclusive environment where everyone feels welcome and valued, and you're eager to promote diversity and equity in all aspects of your work.

## **Why Filoli?**

- Join a community that believes in the power of nature, history, and human connection and make that vision a reality for thousands of people.
- Advance your career in a supportive environment that prioritizes professional development, empowering you to grow and contribute meaningfully to Filoli's enduring legacy.
- Rewarded with a market-leading base salary (\$88,000 to \$97,000 depending on experience), and access to a wide range of benefits designed to support your personal and professional well-being. We are proud to cover 95% of your medical premiums, along with 100% employee coverage for dental and vision, plus, generous paid time off, wellbeing programs, a 401(k) with company match, and stipends to unlock career growth and development.

Ready to make an impact to the future of Filoli's membership program?

Apply today! <https://filoli.applicantstack.com/x/openings>

**Please visit our website for more information: [www.filoli.org](http://www.filoli.org)**

**Filoli is an equal opportunity employer who values diversity in the workplace.**

