

We're looking for a

Manager of Member Services

BGR is hiring.

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Who we are. The Bureau of Governmental Research (BGR) is a private, nonprofit, independent research organization dedicated to informed public policy making and the effective use of public resources in the New Orleans metropolitan area. We have been an essential, constructive, objective voice in the local policy landscape for 85 years. During that time, we have issued more than 1,500 reports to improve government function in furtherance of transparency, effectiveness, efficiency and accountability. We educate citizens and policy makers alike, and very often create a foundation for policy successes by public officials and other organizations. For decades, our work has laid the groundwork for many best practice, government reform initiatives. We have a legacy of organizational excellence.

BGR is dynamic and growing. We have just doubled the size of our Research Analyst team. Our next step is reimagining our organizational infrastructure for member services. Membership is essential to BGR. Member contributions provide funding for our programs. Member engagement maximizes the reach of our work, making implementation of BGR public policy recommendations more likely to occur. This year, we launched a host of member benefits. Next year has more in store. And this joins our historical roster of programs, including Breakfast Briefings, Excellence in Government Awards, and the BGR Annual Luncheon. Our efforts are paying off. Our membership numbers are growing. We need to sustain and extend this membership growth. The Manager of Member Services will be the steward of our member relationships, creating, supporting, and growing our member base so it may, in turn, sustain our organization and its public service.

BGR's Manager of Member Services. The role of the Manager of Member Services is critical to BGR's organizational effectiveness. It is a full-time position that reports directly to BGR's President & CEO. The Board of Directors' Membership and Development Committees will contribute to strategy and execution of membership goals. The Manager of Member Services will have day-to-day variety, with some days consisting of event planning or event attendance; some days consisting of managing membership contributions, including database maintenance and input; and some days consisting of writing, including membership letters, grant requests and board minutes and materials. We will support professional growth and provide mentorship. We are looking for a candidate who wants to join our energetic team, embrace our commitment to a strategic vision for excellence in our membership and donor program, and grow with us to realize it. The Manager of Member Services position offers terrific opportunity for career advancement within our organization.

Essential skills and qualifications. This position requires an early to mid-career professional skill set and the following specific qualifications:

- Bachelor's degree
- Relatable work experience (minimum of 3 years)
- Strong writing skills
- Well-developed organizational skills
- Fundraising and development experience
- Donor database and software proficiency (DonorPerfect)
- Event experience, both planning and execution
- Experience developing and maintaining client or external relationships
- Good instinct and proven diplomacy
- Highly productive, self-managed, self-motivated and deadline oriented
- Strategic thinker
- Creative problem solver
- Team oriented, with a can-do attitude
- Goal oriented and performance driven
- Proficiency with Microsoft Word, Excel and PowerPoint
- Experience in layout/graphic design, including infographics and newsletter presentation (*bonus; not required)

Key Responsibilities. Primary responsibilities include:

- Execution of BGR's fundraising strategy
- Support of Board and Executive staff in donor and member solicitations
- Direct member solicitations
- Contribution to the creation of BGR's annual fundraising strategic plan, with increasing discretion and responsibility over time
- Gift processing and accounting
- Management of BGR's membership communications
- Stewardship of BGR's members and donors
- Grant writing for foundation donations, local and national
- Management and execution of BGR's annual grants and grant reporting calendar
- Management and execution of events for members and the public

Are you interested? If so, please apply! Submit a resume to Selva Riemann at sriemann@bgr.org. Applicants selected for interviews will be contacted within two weeks of their submission. For questions, please call or email Amy Glovinsky, President & CEO, at 504/525.4152, ext. 107 or aglovinsky@bgr.org.