



Director of Individual & Corporate Memberships

Position Summary

The Director of Individual and Corporate Memberships leads all individual and corporate membership revenue strategies and is accountable for membership growth, retention, and contributed revenue performance. This role drives donor acquisition, pipeline development, and member advancement strategies that increase philanthropic investment in the Arsht while strengthening long-term donor engagement and community support for its mission.

Reporting to the Assistant Vice President of Development, the Director is a frontline fundraiser and serves as the primary relationship manager for a portfolio of individual and corporate members while collaborating closely with marketing, development and other colleagues to ensure an exceptional member experience and a strong pipeline for future major gift support. The role includes working some evenings, as needed, and may include travel to support cultivation.

The successful candidate will have a deep commitment to the Arsht's mission and be an experienced, results-driven development leader with strong relationship-building capabilities. This is a full-time, in-office position.

Essential Responsibilities

Membership Strategy and Revenue Growth

- Establish and execute ambitious annual growth strategies that drive acquisition, renewal, retention, upgrades, and revenue expansion.
- Identify opportunities to expand membership participation and enhance benefits to increase engagement and philanthropic support.

- Analyze performance data and adjust strategies in real time to exceed revenue and membership growth targets.
- Prepare annual revenue projections and membership program budgets.

Individual Membership Program Management

- Drive all aspects of the individual membership program for donors who annually give \$100 to \$10,000.
- Direct targeted solicitation campaigns, renewal efforts, and upgrade strategies.
- Cultivate relationships with members through personalized stewardship and engagement opportunities.
- Lead strategies to move qualified members into major gift cultivation pipeline.

Corporate Membership and Sponsorship Management

- Advance and cultivate relationships with corporate members and partners in the Chairman's Corporate Circle giving range of \$10,000 to \$25,000.
- Develop customized engagement opportunities that align organizational priorities with corporate objectives.
- Lead corporate membership renewal and upgrade strategies to strengthen the pipeline for major gifts and sponsorship opportunities.
- Collaborate with development leadership on identifying and cultivating new sponsorship and philanthropic partnership opportunities.

Member Stewardship

- Lead stewardship strategies that increase member retention, loyalty, and lifetime philanthropic value.
- Design and execute exclusive engagement opportunities, including member events, receptions, and behind-the-scenes experiences.
- Ensure fulfillment of sponsor benefits through collaboration with colleagues in development, marketing and other departments, as needed.

Portfolio Management and Fundraising

- Direct a portfolio of individual and corporate membership donors and prospects with an annual fundraising goal of \$600,000+.
- Conduct regular qualification, cultivation, solicitation, and stewardship activities.
- Meet established fundraising and activity goals, including visits, solicitations, renewals, and upgrades.
- Maintain accurate and timely records of donor interactions and activity in the CRM database.

Collaboration and Leadership

- Collaborate with marketing and communications teams on membership promotions and campaigns.
- Partner with finance and operations teams to ensure accurate gift processing and benefit fulfillment.
- Work closely with senior director of major gifts and director of corporate partnerships to identify and advance donor opportunities.
- Supervise membership staff, volunteers, interns, or consultants as assigned.
- Contribute to department-wide fundraising initiatives and strategic planning efforts.

First-Year Priorities

Within the first 12 months, the Director will:

- Achieve or exceed the \$600,000 membership revenue goal.
- Increase membership retention and upgrade performance.
- Expand the major gift pipeline through member qualification and advancement.
- Secure new corporate membership and sponsorship opportunities.
- Implement enhancements that improve member engagement and stewardship.
- Effectively collaborate across departments to contribute to overall fundraising success.

Qualifications

Required

- Bachelor's degree or equivalent combination of education and experience.
- Minimum of five years of progressive experience in membership, annual giving, fundraising, corporate relations, sales, or related fields.
- Demonstrated success achieving revenue goals and growing donor, member, or customer relationships.
- Strong relationship-building, communication, and presentation skills.
- Experience managing multiple projects and competing priorities.
- Proficiency with donor CRM systems and Microsoft Office applications.
- Ability to work evenings and weekends as needed for events and member activities.

Preferred

- Experience within a nonprofit, cultural institution, performing arts organization, museum, university, or related environment.
- Experience with Tessitura CRM.
- Supervisory experience.
- Knowledge of moves management and donor pipeline development.
- Experience working with corporate partnerships and sponsorships.

Key Competencies

- Results Driven
- Relationship Builder
- Strategic Thinking
- Revenue Generation

- Donor-Centered Communication
- Project Management
- Collaboration and Teamwork
- Customer Service Excellence
- Initiative and Accountability
- Attention to Detail

Physical Requirements

- While performing the duties of this position, the employee is frequently required to stop, reach, stand, walk, lift, pull, push, grasp, communicate, and use repetitive motions.
- While performing the duties of this position, the employee may frequently lift and or move 25 pounds of materials.
- The position requires the individual to meet multiple demands from multiple people and interact with the public and other staff.

Compensation and Benefits

Arsht offers a competitive salary range. Candidates can expect a salary typically within the mid-range of \$85,000 to \$95,000 commensurate with experience and reflecting our commitment to equitable compensation practices.

We also offer comprehensive benefits packages, professional development opportunities, and a supportive workplace culture dedicated to the performing arts and community impact. At the Arsht, we prioritize the well-being and growth of our team members, ensuring they have the resources and support needed to excel in their roles and contribute meaningfully to our mission.

The Arsht embraces equity and diversity and is committed to a workplace that is enriched by the people, needs, and desires of our diverse community.

About the Adrienne Arsht Center for the Performing Arts of Miami-Dade County

The Arsht proudly serves as the cultural pulse of Miami – the heart of magical live arts experiences that spark the imagination and connect people to one another. Whether on our stages or in your neighborhood, the Arsht is alive year-round with international artists,

innovative programming from resident companies and local arts partners, free community events that reflect Miami's unique identity and more than 100 culturally diverse and impactful learning experiences for 80,000 children every year.

Since opening in 2006 in the heart of downtown, the Arsht, a 501(c)(3) non-profit organization, has been recognized as a leader in the city's cultural transformation, a catalyst for billions of dollars in new development and a host venue for historic events. The 300+ annual Arsht events include a robust series of touring Broadway musicals direct from New York, star-studded jazz and classical music concerts curated for South Florida, a major annual Flamenco Festival and an award-winning Miami-based theater program. In addition, Family Fest, Gospel Fest Miami, Art + Mind Day, Heritage Fest and our LGBTQ+ Pride celebration are among dozens of free events that bring people from all corners of our community together. For more information, visit arshtcenter.org.

Suggestions for candidates and expressions of interest should be addressed to:

Email: resumes@arshtcenter.org, with Director of Individual and Corporate Memberships search in the subject line.

Note: The above job description is intended to describe the general nature and level of work being performed by staff assigned to this job. It is not intended to be an exhaustive list of all responsibilities, duties, and skills required of staff in this position. Duties, responsibilities, and skills are also subject to change based on the changing needs of the job, department, or organization. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the Adrienne Arsht Center as the requirements of the job change.

The Adrienne Arsht Center is an equal opportunity employer committed to being an inclusive workplace and strongly believes in the importance of having a diverse group of individuals represented both onstage and off.