

Chicago Cultural Alliance (CCA) Programs & Membership Manager

Title: Programs & Membership Manager
Salary: \$48,000 - \$50,000/yr + benefits
Type: Full-time, hybrid (2 days in office; 3 days remote)

Who We Are

The Chicago Cultural Alliance is a 501(c)(3) nonprofit organization with the mission to connect, promote, and support centers of cultural heritage for a more inclusive Chicago. We unite over 40 Chicago-area cultural heritage museums, centers, and historical societies that span 28 neighborhoods and 7 suburbs in the Chicago area and represent over 30 different cultures from around the world.

Site: <https://www.chicagoculturalalliance.org/>

Schedule

The CCA is on a hybrid schedule with staff working in-person two days per week and remotely for three days per week. While only 2 days are required in-office, all employees are welcome to avail themselves of the office any day of the week. Our office is located at 600 W. Jackson Blvd, Ste. 100, Chicago, IL and is walking distance from bus stops, CTA trains, and the Metra station.

Requirements

- Candidates *must* live in the Chicagoland area. The team meets in our Chicago office twice per week and all staff members are expected to attend annual in-person events.
- Must have strong communication skills in English – both spoken and written.
- Will be required to work on a computer, use Google Workspace apps (Google Docs / Sheets / Slides), Zoom, email, and messaging software.
- An interest in other cultures, advocacy, and related topics. We strongly recommend that applicants review the [Chicago Cultural Alliance mission statement](#) before applying.
- Proficiency in use of Microsoft Office (particularly Word, Excel, and PowerPoint).
- Proficiency in use and functionality of Social Media applications (e.g., Facebook, Instagram, Twitter).
- Must have regular and reliable access to the Internet.

***NOTE:** Only candidates with a minimum of 1 year of relevant program management or membership management experience will be considered. Experience in volunteer positions or part-time seasonal positions may count towards this experience. This role is intended for applicants with a serious interest and looking to join a team of committed cultural advocates.

Preferred Skills:

- Strong attention to detail.
- Organized, able to prioritize tasks, and self-motivated.
- The ideal candidate will have previous experience working for a small nonprofit or in a startup environment with small teams.
- Experience working with databases (ex. Neon, Salesforce, Bloomerang, Raiser's Edge). The CCA currently uses Neon CRM for our membership and donor management.
- Comfortable communicating regularly by phone, via email, or in person. This role is responsible for building and maintaining relationships with members.
- Access to a vehicle is a plus. Member organizations of the CCA are spread throughout 30+ neighborhoods in the Chicagoland area. Much of the communications will be done by phone and email, but occasional site visits to new applicant organizations or existing members will be required. A vehicle may make this easier, but all sites are also accessible by either CTA or rideshare.
- The ideal candidate will also have experience working with individuals from different cultures or training in cultural studies. We encourage applicants to mention any experience traveling abroad, volunteering with cultural communities, any relevant lived experience, or selected coursework in cultural studies.
- Ability to work with the Operations Specialist to plan an event from beginning to end.
- Experience managing and training volunteers.

Position Description

The CCA seeks applications from professionals with a minimum of 1 year of experience to oversee the planning of programs and management of members for our midsize cultural nonprofit. The following task areas are representative but not comprehensive:

- Develop an agenda and lead the monthly virtual town hall.
- Secure a host for the bimonthly Archives Crawl. Coordinate with staff on the event details, engagements, and share promotional photos with marketing.
- Work with the Executive Director to develop an agenda for the monthly Program Committee meeting. This committee is comprised of board members and community members who are available to the Program Manager to assist with event planning, strategizing, and finding volunteers.
- Maintain and grow a database of volunteers to assist with larger events.
- Work with the Executive Director on maintaining relationships with local universities to attract student volunteers and interns.
- Work together with the Marketing Manager to talk through what aspects of an event to promote, identify the audience, and other key info.
- Develop post-event surveys to send to attendees. Review survey responses to make any necessary changes to future programs.
- Take the lead in refining the CCA's membership management systems and policies in coordination with the Operations Specialist and Marketing Manager. These tasks may

include: implementing new strategies for communicating with members when their membership is up for renewal, increasing mailings/emails pertaining to member benefits, developing a stronger sense of community among members, and working with the web developer to improve email automations to members.

- Contribute to discussions with the Executive Director and Development Committee to identify programs or services to put forward for grant applications.
- This role will generally be the first point of contact for any organizations applying for membership in the CCA and will conduct the initial discussion regarding their interest in joining the Alliance.
- The CCA has a limited number of large events. Planning these events involves the full CCA staff, occasionally an event planning service, and a board committee. The Program & Membership manager will play an important role in helping to bring these entities together during the planning process. This role will particularly focus on activations during these events that involve participation from member organizations. Examples include:
 - Organizing cultural activation tables during the annual Mosaic fundraiser gala.
 - Working with cultural partners to identify performance groups for the Mosaic awards program.
 - Reaching out to member organizations to secure talent for the 6+ hour World Dumpling Fest main stage. These cultural performances are mainly groups from the CCA core membership.
 - Identify a way to spotlight Chicago's cultural centers during World Dumpling Fest. Coordinating the participants, setting schedules, etc.
 - Taking the lead in organizing the silent auction for the Mosaic gala.
 - Taking the lead in developing a schedule for events for the month-long Journey Chicago series of cross-cultural events. This will involve helping to form collaborations among CCA member organizations, assisting with thinking through their events, working with the Marketing Manager on promotional materials.
 - For all events, the Program & Membership Manager is key to ensuring that the events uplift CCA's cultural partners in a way that supports and promotes their work and is true to the CCA mission.

Miscellaneous

- All staff members attend major CCA-organized events: Annual Meeting (January), Activating Heritage conference (March), MOSAIC gala (summer), World Dumpling Fest (September), and Journey Chicago (October).

Benefits

- Healthcare benefits.
- Work from home three days per week.
- 7 paid holidays + paid winter break (Dec. 24th through January 1st).
- 16 days paid time off (accrued).
- Work in a West Loop office complete with free coffee/tea, community events, lounges, and walking distance from several restaurants.
- Various professional development opportunities covered by employer (ex. Conference attendance, workshops, online workshops or courses).
- Satisfying work advocating for Chicago's cultural treasures.
- Regularly engaging with colleagues in Chicago's arts and cultural communities.

How to Apply

If interested, please send a **cover letter and a CV/résumé** to: Dr. Mónica Félix, Executive Director (mfelix@chicagoculturalalliance.org) with "CCA Programs & Membership Manager" as the subject. The cover letter should address any previous experience you have had working for a nonprofit organization, if applicable. The letter should also address what interests you about this position specifically. We ask that cover letters do not exceed 2 pages in length using size 12 font. **Only complete applications that include both a cover letter and resume/CV will be considered.**

Hiring Timeline

Step 1: Select applicants will be invited to schedule a 30-minute Zoom interview.

Step 3: Applicants advancing to the next stage will be invited to an in-person interview with the Executive Director and support staff.

Step 4: Interviewers will contact applicant references, then make a job offer.

We will accept applications until the position is filled.

Equal Employment Opportunity Policy

Chicago Cultural Alliance provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.