

Chicago Alliance of Film Festivals (CAFF)

Membership Manager (Part-Time Employee of FACETS)

Compensation: \$20/hour

Time Commitment: 6-10 hours per week (remote, Chicago-based preferred)

Reports To: FACETS Executive Director

Position Overview

The Chicago Alliance of Film Festivals (CAFF) seeks a highly organized, relationship-driven Membership Manager to steward and grow its network of independent film festivals across the Chicagoland region.

This role is responsible for maintaining accurate membership systems, deepening member engagement, supporting sponsor relationships, and strengthening communication across the alliance.

The Membership Manager plays a critical role in ensuring CAFF remains connected, responsive, and valuable to its members while helping expand the Alliance's regional impact.

Key Responsibilities

1. Membership Stewardship & Engagement

- Manage and maintain accurate CAFF membership records and database
 - Respond promptly to member inquiries and requests
 - Conduct personal outreach to members regarding renewals, benefits, and engagement opportunities
 - Develop proactive renewal reminders and retention strategies
 - Identify and reach out to prospective member festivals
 - Ensure members understand and access available benefits
 - Track member participation and engagement trends
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2. Website & Digital Presence Management

- Develop strong working knowledge of **ChicagoScreens.org**
 - Maintain and update:
 - Member profile pages
 - Events listings
 - Zoom workshop registrations
 - Membership renewals
 - Monitor website content accuracy and recommend updates to Marketing Dept.
 - Generate simple monthly reports on member engagement activity
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3. Communications & Content Collaboration

- Collaborate with the Marketing team to:

- Develop member spotlights
 - Provide content ideas for Festival Alerts
 - Highlight member achievements and milestones
 - Gather assets (logos, images, event details) from members
 - Help refine member-facing messaging and calls to action
 - Assist in shaping benefit updates and member communications
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4. Programs & Workshops Management

- Coordinate monthly virtual workshops:
 - Create event listings on website
 - Manage registration
 - Oversee Zoom logistics
 - Introduce speakers
 - Manage attendee follow-up
 - Send and analyze post-event surveys
 - Maintain event attendance records
 - Track feedback and provide summary insights to Steering Committee
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5. Audience Survey & Research

- Coordinate and execute Alliance-wide audience survey 1–2 times annually
 - Manage distribution across member festivals
 - Compile and summarize results
 - Present high-level findings to Steering Committee
 - Identify trends and opportunities from survey data
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6. Sponsor Support

- Support Executive Director in identifying Sponsor / Funder prospects, assisting in developing pitch materials, participate in pitch meetings.
 - Provide administrative support to CAFF sponsors, including:
 - Ensuring sponsor recognition across digital platforms
 - Coordinating member deliverables
 - Assisting with sponsor communications as needed
 - Track sponsor benefit fulfillment
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7. Reporting & Metrics (Added Area of Focus)

- Provide brief monthly membership update including:
 - Total members
 - Renewals pending
 - New member outreach
 - Workshop attendance
 - Survey participation rates
 - Identify growth opportunities and potential engagement gaps
 - Recommend improvements to membership processes
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8. Internal Collaboration

Attend:

- Monthly Steering Committee (STEERCOMM) meetings
 - Weekly internal check-ins
 - Provide membership updates and insights
 - Support additional CAFF initiatives as needed
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Ideal Qualifications

- Strong organizational skills and attention to detail
 - Excellent written and verbal communication
 - Comfort managing websites and digital systems
 - Experience with CRM/database tools
 - Familiarity with Zoom and virtual event management
 - Interest in independent film, festivals, or arts nonprofits
 - Self-motivated and able to work independently within limited weekly hours
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Preferred (But Not Required)

- Experience working with membership-based organizations
 - Basic data analysis skills
 - Knowledge of the Chicago film festival landscape
 - Experience with survey tools (Google Forms, SurveyMonkey, etc.)
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Success in This Role Looks Like:

- Increased member retention and renewal rates
 - Growth in new member festivals
 - Higher participation in workshops
 - Improved member satisfaction scores
 - Accurate and streamlined membership systems
 - Clear, consistent communication across the Alliance
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If Additional Hours Available – support IND/EX Host City Advisory Council, 3-5 hours/month

- Attend monthly meetings (March – July)
- Take meeting notes
- Prepare follow-up email with notes and meeting recording
- Small administrative tasks as needed in support of the Council (i.e. updating contact list, sending email reminders)