Title: Member Advisor  
Department: Member Services  
Reports To: Executive Director, Member Services  
Classification: Full-Time (Exempt) Employee  
Location: United States (Fully Remote, US work authorization required)

About Us
The Advisory Board for the Arts is the world’s largest research-based network of arts and cultural organizations, with 100 long-term client partnerships in 11 countries and growing at a pace of 50% per year. ABA works with some of the world’s most prestigious organizations including Carnegie Hall, Teatro alla Scala, West Kowloon Cultural District, the LA Phil, American Museum of Natural History, the UCCA Center for Contemporary Arts in Beijing, and the Royal Albert Hall.

Thanks to a model rooted in 40 years of cutting-edge work with the education, healthcare and corporate fields, ABA has developed a distinctive, insight-driven, shared-learning network for cultural institutions. Clients benefit from the leading ideas and practices of other industries and institutions from around the world. ABA’s goal is a thriving global cultural sector, helping organizations build future audiences, future donors, and future artistic excellence.

Position Summary
Member Advisors play a critical role in managing and deepening relationships with ABA member organizations. These individuals serve as the primary point of contact at ABA for member organizations and are responsible for ensuring organizations receive the highest value possible from their membership.

Responsibilities
- Manage a portfolio of ABA member organization relationships (the size of any given member advisor’s portfolio is based on a full-time load of 24-28 organizations, depending on the size and scale of those organizations)
- Lead key interactions and communications with organizations within assigned portfolio, including new member onboarding, regular check-in meetings/visits, activity planning and reporting
- Develop a deep understanding of ABA’s research, tools, and resources in order to create customized service delivery solutions for members
- Build a strong partnership with ABA’s research and sales team members and collaborate with them to ensure member engagement and renewal
- Assume all administrative responsibilities related to member servicing including scheduling meetings, managing email correspondence, documenting all member interactions in Salesforce, developing meeting materials and other deliverables for members as needed, etc.
- Participate in regularly scheduled meetings for member advisors as well as other team meetings as needed
- Other duties may be assigned based on individual areas of expertise, such as facilitation of networking groups, workshops, webinars, etc.

Candidate Requirements
- Ability to build strong relationships, adopt best practices, follow established processes, and embrace feedback with a mindset of continuous improvement
- Exceptional ability to manage multiple priorities while also being able to demonstrate advanced critical thinking and structured problem-solving skills
- Exceptional writing and interpersonal communication skills
● Possess a natural curiosity and desire to share knowledge and expertise with colleagues and members
● Previous experience working in a management role for a mid to large scale arts organization preferred
● Familiarity with CRM software such as Salesforce or a similar program preferred
● Occasional travel required

Benefits
● Competitive salary: $80,000 to $100,000
● Comprehensive benefits package including health, dental, vision and life insurance
● 401(k) retirement plan
● A collaborative and dynamic work environment
● The opportunity to make a meaningful impact in the cultural sector
● Fully remote work environment

Application Instructions
To apply for this position, please email your resume and a writing sample to careers@advisoryarts.com.

Advisory Board for the Arts is an Equal Opportunity Employer. It is ABA’s policy to provide equal employment opportunities to all applicants and employees without regard to race, color, creed, religion, sex, sexual orientation, gender identity, marital status, citizenship status, age, national origin, ancestry, disability, veteran status, or any other legally protected status.