

Erin Jeter

Enterprising nonprofit professional committed to supporting nonprofit organizations and the passionate individuals who make them possible.

EDUCATION

2009-2012

Indiana University – Bloomington

Bachelor of Music in Percussion Performance

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SUMMARY OF QUALIFICATIONS

- **Customer Service:** Six years experience in visitor and customer service including being nominated for Visit Indy's Recognition of Service Excellence Award
- **Constituent Database Management:** Implemented Bloomerang as Musical Family Tree's first CRM and managed the database to track donor, sponsor, volunteer, and community member engagement
- **Fundraising:** 1.5 years experience in grant writing and individual, corporate, and member fundraising; grew MFT's grant income nearly 400% and doubled individual donor base in one year
- **Communication:** Extensive public speaking and verbal communication experience including 200 guided museum tours, moderating public panel discussions, and customer service communication

EXPERIENCE

**JAN
2016 -
PRESENT**

MUSICAL FAMILY TREE (MFT), *EXECUTIVE DIRECTOR*

- Direct all aspects of administration and programming, including community engagement, organizational planning, program development, volunteer recruitment and coordination, marketing, budgeting and accounting, and events.
- Implemented and managed MFT's first constituent database using Bloomerang and developed MFT's first membership program including member communication and relations, partner benefits, and membership marketing.
- Lead 10 member Board of Directors to establish strategies for holistic approaches to bolstering Indiana's music community.
- Identify, attract, cultivate and engage individuals who may be interested in learning about MFT's mission through email, phone, and in-person outreach.
- Responsible for daily finances and growth strategies for multiple revenue streams including grant funding, retail, events, corporate sponsorships, and individual donors.
- Manage innovative music programming drawing over 17,000 attendees and providing over \$15,000 in paid gig opportunities to over 200 Indiana artists yearly.
- Led the search for and opening of MFT's first physical space that featured a 100-capacity music venue, record store, and offices.
- Responsible for the enhancement of MFT's profile by increasing activity and visibility in the community and by working closely with other professional, civic and private organizations.
- Helped execute 1500 attendee music festival spanning 9 venues and hosting over 80 artists. Supported event logistics, marketing, volunteer recruitment, and sponsor procurement and relations.

Erin Jeter resume, cont.

**JUNE
2013 -
MARCH
2016**

RHYTHM! DISCOVERY CENTER (RDC), PROGRAM & OPERATIONS MANAGER

- Oversaw all aspects of daily museum operations including visitor experience, part-time employees and volunteers, ticketing, and facilities.
- Increased museum membership by 26% and implemented improved system for tracking and reporting member attendance.
- Executed or managed all visitors services activities by providing a knowledgeable and welcoming environment to museum visitors and callers.
- Marketed RDC as a private event venue, negotiated event contracts and managed all aspects of event execution; doubled yearly private events and birthday parties.
- Managed all aspects of guided museum tours including group booking, tour content development, leading tours and docent training. Increased yearly tour bookings an average of 61% and guided over 200 tours.
- Managed museum store operations including merchandising, inventory and cashier systems for both physical and online stores.
- Developed, implemented, and evaluated educational programs to build and sustain family learning within the museum. More than doubled educational program frequency and expanded program curriculum.
- Assisted grant writing; created and implemented evaluation plans for grant reporting

**JAN
2013 -
JUNE
2013**

RHYTHM! DISCOVERY CENTER (RDC) INTERN

- Guided tours and facilitated drum circles for groups ranging from preschoolers to seniors
- Assisted Registrar in condition reporting and cataloging RDC's extensive instrument collection
- Processed percussion literature, scores, and recordings submitted for review in PAS's bi-monthly education publication, "Percussive Notes"

AWARDS

2014

ROSE AWARD NOMINEE

Nominated for Recognition of Service Excellent Award presented by Visit Indy for exemplifying exceptional customer service at Rhythm! Discovery Center

SKILLS

- Nonprofit program development & management
- Database management
- Community engagement
- Customer service
- Volunteer management
- Fundraising and donor stewardship
- Grant writing
- Funding research
- Event planning & execution
- Member relations
- Public speaking