



**Position Title: Membership and Special Events Coordinator**

Reports to: VP of Development

Status: Full-Time, Exempt (subject to flex time as approved by the VP of Development)

Hours: M-F, 9a-5p; some weekends required (e.g. free days, exhibition openings and museum special events)

**Job Summary:**

The Membership and Special Events Coordinator is a highly visible position. Under the direction of the VP of Development, the Membership and Special Events Coordinator is primarily responsible for planning and executing the museum membership program for basic and entry level gemstone membership categories (member cultivation, acknowledgements, membership renewal process, meeting membership goals, tracking revenue and coordination of membership promotions, sales and activities). Another key function is to facilitate multiple forms of communication between the Museum and our members. This position is also responsible for planning and executing Museum fundraising events.

**Essential Responsibilities:**

- Engage in membership activities that support annual growth in revenue and active memberships, working within the budget for basic and entry level membership categories.
- Partner with direct supervisor to establish and achieve annual, monthly and weekly membership goals.
- Produce database reports.
- Effectively manage the renewal and new member processes by executing communication and processing steps within established timelines.
- Protect the integrity of the database by maintaining accurate and up to date membership records.
- Maintain proper inventory of membership related supplies.
- Increase membership sales by developing and delivering regular membership workshops and/or training to frontline staff, establish incentive programs for frontline staff, and maintain a sales floor presence to promote membership.
- Keep abreast of upcoming internal events and opportunities (e.g. Educator Night, Free Days, etc.) and external events and opportunities (e.g. sponsors, neighborhood businesses, etc.) to promote the membership program.
- Manage all member events and proactively address customer service issues.
- Develop and manage prospect lists, donor files, letters and other forms of communication to achieve membership goals.
- Maintain and promote the Smithsonian Affiliation Membership program.
- Maintain and grow a matching gift program.
- Perform all other tasks as required to ensure an efficient and effective Membership program.
- Develop and implement all aspects of museum fund-raising and member events.
- Manage special committees for museum fundraising and member events to include development of goals and objectives, facilitating meetings and leading those committees towards successfully completing the established goals and objectives.
- Coordinate with the Development Officer to identify and solicit prospects for major in-kind donations and underwriting for museum fund-raising and member events.



- Coordinate and negotiate with external vendors to coordinate goods and services for events, and manage relationships and the bidding process to ensure the best service and most efficient cost for goods and services.
- Plan and execute member openings and events.
- Collaborate with the VP of Development and the VP of Marketing to develop and implement marketing materials and promotions (with a special emphasis on social media) that extend membership presence and visibility in the community, promote fundraising events, and other Development initiatives.

**Minimum Qualifications:**

- Bachelor's Degree from an accredited institution.
- 3+ years of database management experience.
- Experience with Microsoft Office and fundraising software.
- Ability to handle multiple tasks and meet deadlines.
- Positive entrepreneurial attitude.
- Exceptional oral and written communication skills.
- Strong organizational and time management skills.
- Ability to speak effectively and communicate the cultural and educational values of the museum to the public.
- Must be self-motivated and be a team player.
- Maintain solution focused approach to communicating and managing issues.

**Preferred Qualifications**

- Prior membership program experience in a non-profit organization is desirable.
- Prior event planning experience is desirable
- Sales, customer service or fundraising background is recommended.

**Essential functions (ADA):**

- Ability to communicate and interact verbally, both in person and over the phone.
- Ability to use personal computers and other office equipment effectively.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- Exerting up to 10 pounds regularly, up to 30 pounds of force occasionally and/or negligible amount of force frequently to lift, carry, push, pull or otherwise move objects, including the human body.
- Ability to climb stairs and/or ladders.
- Ability to sit for up to 4 hours at a time.
- Ability to stand/walk for up to 4 hours at a time during special events and/or assignments.
- Visual acuity to determine the accuracy, neatness, thoroughness of the work assigned.
- Requires the ability to travel to and from job location.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee, and may include other duties as assigned.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_