

Position Title: Membership Coordinator

Reports to: VP of Development

Status: Full-Time, Exempt

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

Job Summary:

Under the direction of the VP of Development, the Membership Coordinator plans and executes the museum membership program for basic and entry level membership categories, to include member cultivation, acknowledgements, renewals, achieving membership goals, tracking revenue, and coordinating membership promotions, sales and activities. Coordinates the Museum's affinity program, which identifies donors and members by their interests and provides benefits and programming based on those interests. Facilitates additional giving opportunities for members through targeted, affinity-based campaigns.

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 membership database reports.
- Effectively manage the renewal and new member processes by executing communication and processing steps within established timelines.
- Maintain 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.
- Promote the membership program through internal events and opportunities (e.g. Educator Night, Free Days) and external events and opportunities (e.g. sponsors, neighborhood businesses).
- 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.
- Plan and execute member openings and events; coordinate and negotiate with external vendors for related goods and services.
- Promote additional giving opportunities for members based on museum affinity groups several times a year.
- Coordinate an end of year giving campaign for members.
- Assist with the affinity program by collecting data and performing other tasks as needed.
- Work 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, and promote other Development initiatives.
- Perform all other tasks as required to ensure an efficient and effective Membership program.

Minimum Qualifications:

- Bachelor's Degree.
- Membership program experience in a non-profit organization; event planning experience, sales, customer service or fundraising experience preferred.
- 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.

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.

Reviewed by: _____ Date: _____