



**Position Title: Membership Manager**

Reports to: VP of Development

Status: Full-Time, Exempt

Hours: M-F, 9a-5p; some evenings or weekends required for related events

**Job Summary:**

Under the direction of the VP of Development, the Membership Manager plans and executes the museum membership program for core membership categories, including cultivation, acknowledgement, renewals, achieving membership goals, tracking revenue, and coordinating membership promotions, sales and activities. Coordinates the Museum's affinity program, which offers benefits and programming based on patron interests. Facilitates additional giving opportunities for members through targeted, affinity-based campaigns.

**Essential Responsibilities:**

- Engage in basic and entry level category (core) membership activities that support annual growth in revenue and active memberships to meet the budgeted goal; work with VP of Development to establish annual, monthly and weekly membership goals.
- Produce membership database reports.
- Manage renewal and new member processes by executing communication and processing steps within established timelines, including gift entry and acknowledgement letters.
- Maintain accurate and up to date membership records.
- Maintain proper inventory of membership related supplies.
- Increase membership sales by developing and delivering membership training for front-of-house staff and managing incentive programs for front-of-house staff.
- Promote the membership program through internal events and opportunities (e.g. Educator Night, Member Saturdays) and external events and opportunities (e.g. sponsors, neighborhood businesses).
- Manage 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.
- Promote additional giving opportunities for members based on museum affinity groups; assist with the affinity program by collecting data and performing other tasks as needed.
- Coordinate an end of year giving campaign for members.
- Work with the VP of Development 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 other related duties as assigned.

**Minimum Qualifications:**

- Bachelor's Degree
- Membership program experience in a non-profit organization, event planning, sales, customer service or fundraising experience a plus
- Experience with database maintenance and Microsoft Office required; fundraising software a plus

- Ability to handle multiple tasks and meet deadlines; strong organizational and time management skills
- Strong oral and written communication skills; ability to speak effectively and communicate the cultural and educational values of the museum to the public
- Must be self-motivated and a team player; positive entrepreneurial attitude
- 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: \_\_\_\_\_