



MEMBERSHIP COORDINATOR POSITION DESCRIPTION

DEPARTMENT: DEVELOPMENT
IMMEDIATE SUPERVISOR: Manager of Community Engagement
STATUS: Non-Exempt – Part-time
HOURS: 25 HRS. /WEEK

POSITION PURPOSE:

As the Membership Coordinator, this position is responsible for increasing the number of people who support the Museum as members, at all levels. The position will be working closely with the Development Department and the Guest Relations Department, as well as the Museum's Communications Manager.

DUTIES AND RESPONSIBILITIES:

Membership Coordinator

Overall Direction and Coordination of the Membership Growth:

- Sets the annual benchmark goals for the budget and for the membership strategy.
- Manage the annual Membership budget, including revenue goal setting and quarterly review of both income and expenses.
- Responsible for up-to-date maintenance of Museum's database (Altru) including input of records, processing gifts, list pulls and creating reports, and staff training, etc. (working closely with Guest Relations).
- Coordinate membership initiatives with all departments.
- Establishes the overall strategy and the annual calendar of membership events and programs.
- Establishes the strategy and timeline for all membership mailings and email communications including acquisitions, renewals, upgrades, invitations, general communications and annual fund appeals.

Specific Responsibilities:

- Responsible for creating and implementing an internal direct mail and online package appeal for membership acquisition and upgrades, and annual fund appeals.
- Administer systems for maintaining and building the individual membership programs, including membership levels, acquisition, renewal, upgrade, and annual fund appeals.
- Draft all membership materials for approval, including thank you letters, renewals, web content, emails, appeals and special marketing materials as needed.

- Responsible for coordination with Communications Manager regarding Museum's internet publications, membership materials for events and any other marketing needs.
- Coordinate the Museum's efforts to promote and increase membership on site at the Museum, as well as through community outreach and special events.
- Works as a team member on a wide range of fundraising and engagement strategies for members and donors and volunteers.
- Works to expand Museum outreach efforts with the Community Engagement Manager.
- Other duties as assigned.

Qualifications

- Bachelor's degree preferred.
- Proven membership development/fundraising track record in the non-profit field preferred.
- Direct experience in building and maintaining a membership program preferred.
- Proficiency in Altru or similar database management system preferred.
- Proven ability to work on a variety of projects simultaneously, strong project management skills, and an attention to detail.
- Demonstrated literacy in MS Word, Excel & Outlook.
- Strong writing, editing and communications skills.
- Vision, creativity and an entrepreneurial spirit, combined with strong project management, organizational and communication skills are important in this position.

TIME COMMITMENTS

Hours may be determined upon hire. Some evenings and weekends may be required.

DISCLAIMER

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents in this position. This job description is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and work conditions of employees assigned to this job. Management has sole discretion to add or modify the duties of this position and designate other functions as essential at any point in time. Management may also modify working hours and work location at any point in time. This job description is not an employment agreement or contract.

Equal Employment Opportunity:

MOSH provides equal employment opportunities for all applicants and employees. We do not unlawfully discriminate on the basis of race, color, creed, ancestry, medical condition, religion, sex, national origin, age, disability, veteran status, marital status, sexual preference or any other basis prohibited by federal or state law or local ordinance applicable to our work locations. We also make reasonable accommodations for disabled employees if we are aware of the need for accommodation and if the requested accommodation does not cause undue hardship as interpreted from the ADA/ADAAA.

This policy applies to all areas of employment, including recruitment, hiring, training, promotion, compensation, benefits, transfer, and social and recreational programs.

ACKNOWLEDGMENT

I have read and understand the above job description. If the description is altered, I will be presented with an updated copy to sign which I will keep a copy and one copy will go into my personnel file.

Employee (Print Name)

Date

Employee (Signature)