



Title: Membership Manager
Department: Membership
Status: Exempt, Regular, Full-time, Salary
Supervisor: Development Director

Position Description: The membership manager develops and meets budgetary goals and cultivates member relationships to ensure sustainability and growth of the program. This includes defining and developing strategies to increase recruitment, membership upgrades, retention of members, identification of opportunities for improvement, and new concept development. In addition, the membership manager coordinates and hosts all special membership events, provides exemplary customer service to members/prospective members, and supervises museum volunteers and interns as needed.

Major Tasks and Responsibilities:

- Prepare annual membership budget, and manage account procedures, including income growth, monthly reconciliations, expenditures, etc. Provide Controller annual membership accounting audit report from Raisers Edge.
- Design and administer department strategic plan that ensures the sustainability and growth of the membership program, including new prospect solicitation, member upgrade, renewal, and retention.
- Prepare monthly membership reports for managers' meeting, and Development Committee meetings, including updating statistics report to identify trends and opportunities. Attend Development Committee meetings and record minutes.
- Primary liaison with Sedona Muses which includes attending all meetings and lectures, plans Lecture Series, facilitates communication between MNA and the Muses ensuring a strong relationship.
- Assist with Fundraising Gala and Fine Art Auction preparation and execution.
- Work with data base administrator to:
 - Process membership applications, enter information in Raiser's Edge (RE) as payments/gifts are received, submit payments to accounting, acknowledge payments in a timely manner and provide customer service for members and prospective members.
 - Print and mail membership cards for new and renewing members.
 - Manage and track renewal notice mailings and e-mail notices monthly.
 - Keep member information in RE up to date.
- Work with marketing department to:
 - Coordinate mailings to MNA members, including but not limited to *MNA Notes*, *Plateau Magazine* and exhibit opening invitations.
 - Coordinate with mail house to ensure they have accurate mailing schedules, supplies, and monitor postage expenses.
 - Ensure marketing manager has up-to-date membership email lists loaded into Constant Contacts monthly for MNA eNotes and other electronic activity/event announcements.
 - Provide marketing periodic membership updates.
 - Monitor and update membership related pages on MNA website



- Coordinate with Visitor Service staff and organize/host all Members' Previews, Annual Meeting, Plateau Society Dinner, and new member and anniversary member receptions (including reserving caterers/volunteers, set-up, managing invitations and planning speaking program).
- Plan and coordinate fall/winter member lecture series including scheduling speakers, coordinating spaces and catering, as well as attending the monthly lecture.
- Membership responsibilities:
 - Develop and coordinate membership campaigns, including periodic lapsed and prospective member promotional recruitment mailings and e-mail campaigns.
 - Track and analyze response to membership campaigns.
 - Develop and manage Membership levels and benefits, to maximize revenues and perceived value.
 - Design and administer corporate membership program.
 - Develop strategic plan for implementing Business Membership Program
 - Coordinate membership acquisition strategy at Museum events, particularly Heritage Festivals
 - Research technology options for constituent database and membership card processing system.
 - Initiate and monitor membership referral program.
 - Represent/exhibit MNA membership at other locations as needed.
 - Develop, administer and track membership satisfaction surveys annually.
- Serve as contact for RSVPs to MNA events, member previews, and Behind-the-Scene tours.
- Conduct price comparisons (when needed) and orders supplies for all membership related activities including mailings, membership cards, event/activity announcements, recruitment materials, and thank you gifts.
- Manage the production and implementation of spring and fall appeal campaigns, including appeal letters and e-mails, and track their success
- Manage donor requests, including setting guidelines and processing and recording outside donation requests.
- Acts as an enthusiastic advocate and personal representative for the Museum in the community by promoting its resources, programs and services.
- Other duties as assigned.

Abilities and skills-Must be able to sit, stoop or stand for extended periods of time, lift 30 pounds. Must have visual acuity and ability to work at a computer for extended period of time. Experience with Raisers Edge and Constant Contact preferred. Familiarity with Microsoft Office suite required. Must have ability to communicate, both orally and in writing, with staff, trustees, members, and others to whom you represent the institution.

Working Conditions- Generally works indoors with some outdoor activities. Weekend and evening work for events.

To Apply: Please submit a cover letter and resume to employment@musnaz.org. Email is the preferred method of application submission. If you are not able to submit your application via email, please call Jill Thomas at 928-774-5211, Ext. 203 to receive additional instructions for application submission.