



Title: Membership Manager
Department: Development
Status: Exempt, Regular, Full-time, Salary
Supervisor: Director of Philanthropy
Salary: \$50,000

Position Description: The Membership Manager is responsible for creating and implementing successful strategies for member stewardship, retention, and recruitment, resulting in growth of the MNA membership. These strategies include planning and implementation of donor and member events that strengthen the connection between MNA supporters and the museum and recruit new members and donors.

Responsibilities:

- Manage the MNA membership program.
- Track and coordinate of membership renewal letters, new member campaigns, and other member communications.
- Develop and implement strategies to meet key performance indicators for membership, such as member renewal rates and new member acquisition.
- Plan and implement MNA's annual fundraiser, the Party on the Plateau.
- Plan and implement approximately 12 events per year, including exhibit openings, high-level donor stewardship events, and Ventures trips.
- Work closely with the Director of Philanthropy and other MNA team members to create event goals and to ensure smooth, audience-focused, inspiring events.
- Take a lead role in coordinating fundraising auctions and other fundraising events as opportunities arise.
- Develop and manage budgets for events.
- Ensure effective follow-up with attendees for all events based on event goals.
- Assist with other MNA events as needed.
- Provide excellent customer service to MNA supporters via phone, email, and in person.
- Utilize Altru, MNA's constituent relationship management software, to manage events, generate contact lists, and track interactions with constituents.
- Participate in organization-wide projects as needed.
- Other duties as assigned.

Key Relationships:

- Works under the direction of the Director of Philanthropy.
- Works closely with the Development Associate to generate invitation lists and acknowledgment letters and to ensure effective event implementation and follow-up.
- Works with the Public Engagement Department to collaborate on events and member communications as appropriate.



- Coordinates all event logistics with the Visitor Experience and Facilities teams to ensure smooth execution of events.
- Engages outside contractors and vendors to provide services for events and other activities as needed.
- Serves as the main point of contact for MNA members.
- Engages with donors and prospects on a regular basis.
- Works with MNA volunteers and board members on tasks related to event planning, logistics, and communications.

Education or Experience Requirements

- 2+ years' event planning experience with a record of success.
- Experience with database management, such as constituent relationship management software (CRM), an advantage.
- Experience running similar membership programs an advantage.
- Experience with nonprofit organizations preferred an advantage.

Abilities, Skills, and Knowledge

- Discretion in working with confidential information.
- Excellent customer service skills.
- Excellent communication skills.
- Ability to collaborate with multiple individuals and work within a team.
- High level of attention to detail; ability to work on multiple deadlines at once.
- Ability to generate creative and effective event ideas.
- Ability to create and stay within project budgets.
- Visual acuity and ability to work at a computer for extended periods of time.
- Physical abilities: Ability to carry a minimum of 30 pounds, bend, stoop, crouch and set up tables, chairs and other event related equipment.
- Proficiency with Microsoft Office Suite.

Working Conditions

- Flexible schedule. Generally works indoors, with some outdoor activities. Weekend and evening work required for events.

How to apply

Please submit a cover letter and resume to employment@musnaz.org. Email is the preferred method of application submission. If you have further questions, please contact Jill Thomas at 928-774-5211, ext 203. Resume review will begin immediately.