



Title: Member and Stewardship Manager

Department: Development

Status: Exempt, Regular, Full-time, Salary

Supervisor: Director of Philanthropy

Salary: \$57,785.00

Position Description: The Member and Stewardship Manager is responsible for building and engaging a community of MNA supporters, with a focus on member acquisition, retention and stewardship through management of development events and donor communications.

Responsibilities

Manage the MNA membership program, including:

- Communications: Serve as the main point of contact for MNA's members; manage member communication calendar; write membership appeals and other communications including monthly Member News e-newsletter; assist Director of Philanthropy with bi-annual Museum Notes newsletter; provide excellent and timely customer service to MNA supporters via phone, email, and in person
- Increase membership: Develop and manage member renewal, upgrade, and acquisition campaigns; expand strategies to attract prospective membership audiences with an eye toward long-term growth; collaborate with Visitor Services and Museum Shop staff to promote memberships and member benefits at ticketing and point of sale opportunities
- Upgrading memberships: Create upgrade strategy to grow member commitment and expand the Colton Circle (donors giving \$1,000+ annually)

Member and donor stewardship:

- Manage all aspects of fundraising events, from planning through execution and follow-up; develop and manage member and stewardship event budget(s)
- Contribute to stewardship and cultivation strategies that strengthen engagement of Colton Circle members
- Develop comprehensive calendar of donor-focused, mission-driven stewardship events; collaborate with Public Engagement team to integrate membership opportunities into public programming; develop strategy to promote events and other member benefits through social media and other channels
- Utilize MNA's CRM software to generate contact lists, track interactions, and manage event attendance

Participate in organization-wide projects and events as needed

Other duties as assigned

Key Relationships

- Works under the direction of and reports to the Director of Philanthropy
- Engages with members, donors and prospects on a regular basis
- Works closely with the Program Coordinator and Volunteer coordinator



- Works collaboratively with the Development Associate to generate mailing lists, acknowledgement letters, and reports
- Works across MNA departments to collaborate on programs, events, and member communications
- Works with volunteers on tasks related to event planning and communications
- Oversees contractors engaged in development events
- This position may supervise staff as needed

Education or Experience Requirements

- 2+ years of membership, fundraising, donor stewardship or marketing experience
- 2+ years of event planning experience
- Experience using constituent relationship management (CRM) software
- Experience with non-profit organizations preferred

Abilities, Skills, and Knowledge

- Excellent verbal and written communication skills
- Discretion in working with confidential information
- Ability to collaborate effectively across teams
- High attention to detail and an ability to work on multiple deadlines at once
- Ability to generate creative event ideas that support stewardship and fundraising goals
- Ability to create, track and stay within project budgets
- High level of proficiency with Microsoft Office Suite, including Word, Excel, Teams and SharePoint
- Knowledge of basic graphic design programs, such as Canva, preferred
- Familiarity with fundraising auction software programs, such as One Cause, is a plus
- Physical abilities:
 - Ability to work at a computer for extended periods of time
 - Ability to carry a minimum of 30 pounds, bend, stoop, and crouch
 - Ability to set up tables, chairs, and other event-related equipment

Working Conditions

- Generally, will work indoors, with some outdoor activities. Weekend and evening work required 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.

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