



11.5.18

Job Description

MEMBERSHIP COORDINATOR

POSITION REPORTS TO

Director of Marketing & Public Relations

POSITION SUMMARY

The Membership Coordinator will be responsible for increasing the number of patrons who visit the Museum as members, in areas of memberships and regular visits.

PRIMARY RESPONSIBILITIES

- ✓ Works with the organization's management team to determine a strategy and develop materials and programs to engage both new and existing members
- ✓ Works to sign up new members as well as re-sign cancelled members
- ✓ Assembles membership packets
- ✓ Processes membership applications
- ✓ Updates museum membership database, as necessary
- ✓ Maintains and nurtures relationships with both new and existing members
- ✓ Responds to all member inquiries received by phone, mail, and email in a prompt and courteous manner
- ✓ Possess in-depth knowledge of membership policy, products, and services
- ✓ Maintains member records and data
- ✓ Creates a quarterly membership data report to present to the Executive Director
- ✓ Coordinates the organization's efforts to promote and increase membership on site, at the Museum, as well as through community outreach and special events
- ✓ Create membership benefit program with reciprocals and local businesses
- ✓ Maintain membership events and previews on website
- ✓ Assist with production and distribution of membership newsletter
- ✓ Additional duties as requested by management

QUALIFICATIONS

- ✓ Bachelor degree in marketing, communications, education or related field preferred
- ✓ A passion for the Museum and its mission
- ✓ Minimum one year of experience building and maintaining a membership program
- ✓ Proven experience with membership development/fundraising in the non-profit field is preferred
- ✓ Strong interpersonal skills
- ✓ Excellent verbal and written communications skills
- ✓ Proficiency in Microsoft Office

Please email cover letter, resume, salary requirements, and references to:

Meghan Ladolcetta at info@exploreandmore.org

Or please mail to:

Explore & More
300 Glead Avenue

East Aurora NY 14052