

MAM

Position Description

POSITION TITLE:	Development Assistant, Membership & Advancement Services
DEPARTMENT:	Development
SUPERVISOR:	Membership and Annual Fund Manager
DIRECT REPORTS:	None
LAST REVISION DATE:	July 2024

POSITION DESCRIPTION:

The Development Assistant, Membership and Advancement Services provides strategic, logistical and administrative support for the Membership and Annual Fund programs and, in partnership with the Membership and Annual Fund Manager, helps to execute the strategic plans. Primary responsibilities include administrative duties associated with implementing plans for acquisition, renewal and benefits for all levels of membership. Process, track, and acknowledge Annual Fund and Special Events gifts.

ESSENTIAL RESPONSIBILITIES:

Membership and Annual Fund fulfillment and benefits administration:

- Work with Membership & Annual Fund Manager to manage schedule of renewal notice mailings, and digital renewals to current and lapsed members including offering strategies that encourage retention
- Manage weekly membership card printing and mailing, as well as digital card updates (when available)
- Assist with processing of Membership and Annual Fund gifts and acknowledgement letters
- Gift entry: Data entry for all memberships, including address and biographical updates, Annual fund gifts and donor coding
- Work with Marketing staff and Membership & Annual Fund Manager to develop effective communication tools to encourage member retention i.e. email renewals, monthly reminders
- Respond to public inquiries regarding membership, including payments and benefits, events and activities
- Assist with responses to public inquiries regarding membership, including payments and benefits, events and activities,

Lower category retention and upper category membership acquisition efforts including special member groups:

- Develop strategies to retain and acquire lower category members
- Upper category members (capable of \$300.00-\$10,000 annually)
 - Provide tracking, research, and assistance in the strategy to steward and grow membership base
 - Develop special programming/outreach/communications targeted to these member categories

Special Events Administrative Support:

- Work with Associate Director, Special Events & Membership and Special Events Manager to support gift entry and receipting
- Process Gift-in-Kind forms and Ticket purchases, and prepare formal acknowledgment letters
- Support the Special Events Manager by helping prepare invoices for special event pledges, ensuring accuracy and timeliness in documentation.

Other department functions:

- Coordinate logistics for Membership events, including Members' Openings, Annual Meeting, tours and other Membership and Annual Fund fulfillment activities
- Provide customer service support to members' requests via phone, email and mail.
- Provide ongoing input from Members, communicate issues with suggestions for solutions. Take and manage RSVPs when necessary.
- Prepare and update monthly reports
- Maintain Membership materials and inventory
- Assist with Direct Mail strategy, creation, and implementation as well as analysis of membership campaigns, and Annual Fund campaigns
- Maintain and update member correspondence; online and hardcopy files
- Database management
 - Assist with coding and data standards for members/ donors/prospect tracking
 - Assist with data base management specifically duplicate account removal, data input and account corrections
 - Prepare financial and statistical reports as requested
- Maintain current knowledge of tax deductibility and guidelines for membership and special events gifts, to ensure compliance and provide accurate information to donors.

MINIMUM QUALIFICATIONS:

- Bachelor's degree, one to two years related administrative experience; non-profit fundraising experience preferred
- Superb customer service and organizational Skills, attention to detail
- Highly Proficient in Word, Excel, PowerPoint, internet usage and database software

- Able to function well in a fast - paced environment; Speed and accuracy under pressure
- Strong verbal communication and writing skills
- Commitment to nonprofits and interest in museums and art education
- Ability to work in a team, discretion
- Must be flexible to work at events and meetings outside of regular working hours.

WORKING CONDITIONS:

Full-time, Monday–Friday, 40 hours weekly, with occasional evenings and weekends for special events and meetings. Largely sedentary work; sitting, walking, standing, climbing stairs, lifting no more than 5–10 lbs.

MAM offers a flexible work environment. This is a hybrid position at least three days weekly in the office. The other two days may be remote. Includes benefits and vacation package.

APPLICATIONS:

Please submit a cover letter and resume with a list of references to developmentpositions@montclairartmuseum.org with the subject: Development Assistant, Membership & Advancement Services. No phone calls please.

The Montclair Art Museum, as a community-centered institution, is unequivocal in our stance against racism and injustice in all of its forms. MAM strives to maintain an environment that fosters productivity, creativity, and individual satisfaction by celebrating the many diverse traits of our community, which includes but is not limited to race, gender, nationality, age, religion, sexual orientation, and physical abilities. We see the arts as playing a critical role as a medium of observation, insight, education, articulation, and advocacy and seek to provide a platform for facing tough issues in our society as expressed through art. We seek candidates who combine a commitment to excellence in their field with a passion for this role for the arts and have creative ideas on how our exhibitions and programs can serve as an agent for societal change.

Montclair Art Museum is an Equal Opportunity/Affirmative Action employer. The company does not tolerate discrimination against any employee, and is committed to providing equal employment opportunities to all individuals without regard to race, creed, national origin, age, ancestry, nationality, marital or domestic partnership or civil union status, sex, gender identity or expression, disability, liability for military service, affectional or sexual orientation, atypical cellular or blood trait, genetic information (including refusal to submit to genetic testing) or any other basis made unlawful by federal, state or local law or ordinance or regulation.