Palm Springs Art Museum, Inc.
Membership Coordinator
Job Description

Job Title:	Membership Coordinator
Job Classification:	Full-time, Non-Exempt
Division/Department:	Advancement/Development
Reports to:	Director of Individual Giving
Works Closely with:	Chief Advancement Officer, Director of Communications, Database Administrator, and Database Specialist
Oversees:	N/A

Job Summary

Under the direction of the Director of Individual Giving, the Membership Coordinator facilitates all aspects of the acquisition, cultivation, and solicitation of general membership and President's Circle and executes tasks related to all membership recruitment and retention. The position requires strong customer service skills to interact successfully with members and volunteers, advanced computer skills, and the ability to perform multiple tasks simultaneously while maintaining a high level of accuracy and organization.

The Membership Coordinator will ensure that all members receive the appropriate membership benefit packages and will be responsible for meeting targeted monthly membership goals. The Membership Coordinator will be responsible for soliciting general membership and President's Circle membership via direct mail, email solicitations, and phone.

Major Duties and Responsibilities

- Pulling data from Raiser's Edge for monthly Membership renewals.
- Facilitate all annual appeals for unrestricted support.
- Serve as primary donor stewardship contact for membership inquiries.
- Process new memberships and renewals, including the billing and collection of annual membership dues.
- Communicate membership information in person or via electronic, telephone, mail, or written correspondence to members and prospective members.
- Coordinate communications to members for new, renewed, and lapsed memberships.
- Create monthly reports regarding current membership status for the Advancement Team.
- Maintain all information systems, files, and data related to member interests, including contact information in Raiser's Edge database.
- Perform Raiser's Edge queries, pull reports, and prepare lists to respond to member requests.
- Maintain donor database records including electronic and hard files as well as various spreadsheets and logs.

- Maintain an adequate inventory of council membership supplies for all councils, including membership cards, stationary, published membership rosters, and brochures.
- Coordinate membership recruitment events with the Advancement Events Team
- Communicate requests and tasks that are outside of the normal course of correspondence/communication that may be generated by members to the Director of Individual Giving and Chief Advancement Officer
- Other Duties and Responsibilities as assigned or needed.

Skills

- Ability to interact tactfully with board members, volunteers, and membership.
- Advanced computer skills, including data entry proficiency, and intermediate or above skills with MS Word, Outlook, Excel, and donor management software (Raiser's Edge preferred, but not required).
- Thorough command of the English language, including the ability to write and proofread correspondence, brochures and other pertinent documents.
- Strong verbal communication and customer service skills, over the phone and in person.
- Demonstrated ability to work well under pressure.
- Ability to properly prioritize and perform multiple tasks simultaneously, while maintaining a high level of accuracy and organization.
- Knowledge and understanding of Palm Springs Art Museum mission, goals and programs, coupled with the ability to passionately communicate the information to constituents, members, and prospective donors.
- Support museum Vision 20/20 Strategic Plan 2016-2020, and act as museum representative in a professional and ethical manner.

Qualifications

- Committed to working collaboratively with colleagues to achieve common goals.
- Discretion and good judgment in processing and maintaining confidential information.
- Minimum of two years of paid experience performing similar duties and responsibilities in a nonprofit environment.
- B/A degree is required.

Physical Requirements of the Position

The employee is regularly required to sit and walk. Ability to lift 20 pounds is necessary for moving material and equipment; ability to stoop and kneel is necessary for accessing files; and necessary vision/sight ability to read documents and computer monitors.

Other Requirements

- Ability to work overtime, evenings and/or week-ends on a regular or as-needed basis.
- Possession of a valid California driver's license and proof of automobile insurance.

To apply, send email to Jobs@PSMuseum.org