

Honolulu Museum of Art

JOB DESCRIPTION

Job Title:	Development Officer, Membership and Annual Fund
Department:	Development
Supervisor:	Director of Advancement
Employment Status:	Full-Time
FLSA Status:	Exempt
Work Hours:	40 hours per week
Issue/Reissue Date	04/30/2019

The Honolulu Museum of Art (HoMA) is an equal opportunity employer committed to recruiting and retaining a diverse, qualified workforce. The Museum strives to maintain a staff that works together to maintain its mission:

To create relevant and transformative experiences through the study, preservation, presentation and creation of art.

Our Vision: To be a world-class institution with great collections of art and leading education programs. We will reflect changes that are happening in Hawaii, Asia and the world.

Conceived as an institution that would make Hawai'i an even better place to live, the Honolulu Museum of Art (HoMA) is committed to showcasing the highest quality art from around the world for the benefit of residents and visitors. Art and Education are central to the museum's mission, with 299,000 people visiting each year and 36,900 students participating in school programs both at the museum and throughout the community. The museum's art collection has grown into one of the most extensive in the United States, with a special emphasis on works of art that reflect the diverse communities that call Hawai'i home.

Job Summary:

Under the supervision of the Director of Advancement, implements and manages the museum's general membership and annual fund programs and works collaboratively with the Development team and other museum staff to meet yearly revenue goals.

Minimum Qualifications:

- College degree or an equivalent combination of education, training and experience.
- 2 years development experience in arts and culture or educational organizations with specific experience in donor relations and donor stewardship.
- Excellent interpersonal, organizational, customer service, problem solving skills, and written and verbal skills.
- Detail oriented; excellent organizational and analytical skills.
- Proficiency in Microsoft Word, Excel and working knowledge of Tessitura, Raiser's Edge, or other Customer Relations Management (CRM) software.
- Ability to apply mathematical concepts to assist with the preparation and administration of project budgets, donor gift records, and other related business and/or financial reports.

Desired Qualifications:

- 2 years fundraising experience.
- Experience managing a robust membership program.
- Interest in and experience with software and other technology for process improvement in development and membership.
- Must be a team player and willing to share own expertise for the good of the museum.
- Ability to work across museum departments; familiarity with development systems and processes.
- Strong writing skills.
- Maintains confidentiality.

Essential Duties:

- With the Director of Advancement, sets goals and develops strategies to sustain and build upon the museum's level of support from individuals through the museum's membership and annual fund programs. Determines objectives, creates implementation plans, sets timelines, prepares revenue and expense budgets.
- Implements and manages the museum's membership program and policies to meet annual financial goals, including renewal and acquisition campaigns, direct mail, social media and email campaigns, on-site sales and marketing, and membership benefits.
- Oversees membership and annual fund revenue budget and works with management staff to develop yearly revenue goals.
- Oversees contact and communications with museum members and annual fund donors. Responsible for the fulfillment of all membership activity, including retention and stewardship.
- Works collaboratively with staff in the Communications department to develop, write, and coordinate member communications including Members Magazine articles, e-news and emails, acquisition and renewal packages, brochures and exhibitions, invitations, acknowledgements and emails.
- Leads the implementation, development, marketing, and strategic growth of Honolulu Museum of Art Collector program. This includes, planning monthly "Think and A Drink" events; as well as other special events for tiered member programs.
- Plays a leadership role at the front lines during museum membership events like ARTafter DARK and member's receptions; troubleshoots complicated membership questions as they arise, confidently communicates individual giving opportunities to visitors at events and meetings as appropriate, and recommends changes to the front line setup as needed.
- Plans, organizes and implements the museum's annual fund program and oversees two multi-channel campaigns per year.
- Partner with the Development Officer for Corporate Relations, on researching and leveraging membership activation opportunities with sponsors.
- Lead the implementation of activation opportunities to promote membership via partnerships or third party affiliations.
- In collaboration with the IT Manager and Development Officer, Donor Database, develop and implement the membership program within the Tessitura CRM to accurately track and maintain membership acquisition, renewal and retention.
- Works collaboratively with the Development Associate to ensure the timely and accurate handling, processing, acknowledgement and reporting of all individual gifts.
- Synthesizes membership data into comprehensive reports that can be delivered at senior management and board levels on a regular and timely basis.
- Other relevant duties as assigned.

Traits and characteristics:

- Ability to manage the duties of this position without close supervision. Be self-motivated and highly organized to initiate and to complete projects in a timely manner. Works alone, and as a team member, with Development and Museum staff to ensure maximum quality operations.
- Exhibits a polished presence, diplomacy, discretion, and a deep respect and understanding of the local community served by the Museum and of the Museum's vision, mission, and values.
- Ability to interface positively with high-level donors, sponsors and stakeholders
- Possesses good judgment and is able to handle confidential information with discretion
- Able to think independently while keeping the best interests of the Museum in mind.
- Responds calmly when problems occur and creatively seeks solutions.
- Excellent written and verbal communication skills. Excellent leadership and customer service skills with the ability to interact positively with a diverse group of people.
- Excellent organizational skills with the ability to plan practically, to think strategically, and to respond effectively to problems. Excellent time management skills, attention to detail, and the ability to work under pressure, to prioritize, and to delegate effectively.
- A cheerful, calm, positive, and professional attitude.
- Ability to contribute to the advancement of the Development department and the Museum

Working Conditions and Atmosphere:

Works in a normal office environment as well as moving around the entire museum when checking volunteers and events. Ability to walk on uneven surfaces, climb stairs, stoop, reach with hands and arms, sit at a computer for extended lengths of time, use fingers to manipulate a computer keyboard. Must be able to hear normal conversation in person and on the telephone. Vision requirements are the ability to see near and far, recognize people and see a computer terminal. Ability to push, pull, lift and carry up to 20 pounds. Ability to work some evening and weekend hours.

To Apply:

Please submit applications by June 06, 2019 through this online application portal:

https://honolulumuseum.org/362-jobs_and_internships

Contact Information:

Please contact Director of Advancement Budd Lauer at blauer@honolulumuseum.org if you have any questions.