

Honolulu Museum of Art

JOB DESCRIPTION

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| Job Title: | Development Associate |
| Department: | Development |
| Supervisor: | Director of Development |
| Employment Status: | Full-Time |
| FLSA Status: | Non-Exempt |
| Work Hours: | 40 hours per week |
| Issue/Reissue Date | 08/27/2018 |

Job Summary:

The Development Associate fully understands the museum's membership program as well as the membership related modules in the museum database and is responsible for coordination of membership activities for Honolulu Museum of Art. This position plays a vital role in donor/member stewardship.

Minimum Qualifications:

- College degree or an equivalent combination of education, training or experience and/or customer service.
- 1 year non-profit experience.
- 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 of development experience in an arts and culture or membership organization.
- Experience in donor relations and donor stewardship.
- 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 required.
- Strong writing skills.

Essential Duties:

- Supports the Director of Development and Development team in support of overall goals sharing prospects leads for membership.
- Plays a role in managing the Museum membership hotline, donor services email account, and answering all questions and complicated membership issues in a timely manner and resolves related Customer Services Issues (CSIs) forwarded by frontline museum staff.
- Supports the Director of Development in managing the tracking, coordination and acknowledging of the Kama'aina Christmas Table Sales solicitations and other fundraising efforts.
- Manages donor acknowledgment process with the Director of Development for special related contributions, acknowledgments, in-kind gifts and solicitation strategies.
- Acknowledges and creates notification packages for gift membership purchasers both in person and on-line requests.
- Manages new membership and Annual Fund phone contribution requests ensuring accurate donor information is included for tracking and acknowledgement.

- Plays a leadership role at the front lines during museum membership events like Art After Dark and member's receptions throughout the year.
- Print, collate, and mail membership cards each week for recently joined or renewed members.
- Issue membership renewal forms, member's magazines, and other museum collateral by mail as requested.
- Supports the Development team with administration tasks as needed.
- 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 and creatively seeks solutions when problems occur.
- Excellent written and verbal communication skills. Excellent leadership and customer service skills with the ability to interact positively with a diverse group of people.
- Ability to plan practically, 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 with a sense of humor.
- 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.

How to Apply:

Visit the www.honoluluuseum.org

Jobs & internships

https://honoluluuseum.org/362-jobs_and_internships

The statements contained herein describe the scope of the responsibilities and essential functions of this position, but should not be considered to be an all-inclusive listing of work duties and requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload. 2

The Honolulu Museum of Art maintains a policy of nondiscrimination in all employment practices and decisions, ensuring equal employment opportunities for all qualified individuals without regard to race, color, ancestry, religion, sex, including gender identity and expression, national origin, age, disability, sexual orientation, marital status, arrest and court record, citizenship, credit history, military service, victim of domestic or sexual abuse status, genetic information, or any other characteristic protected by applicable federal, state or local law. This applies to both Honolulu Museum of Art employees and applicants for employment with the Museum. Any form of harassment of any employee because of any protected status is also prohibited.