



Membership and Individual Giving Manager

Reports to: Director of Development

Salary Range: Starts at \$45,000

This is a full-time salaried position eligible for company benefits including health insurance, participation in retirement plan, paid vacation, and PTO. This position is expected to complete the majority of work onsite at the museum.

About the Children's Museum of Memphis

Through excellence in playful learning, the Children's Museum of Memphis (CMOM) inspires children to explore, imagine, and create – growing minds and filling them with endless possibilities. The museum is guided by its core values: intersecting play and hands-on learning, complementing school and classroom education; providing a positive impact on the community, nurturing strategic community partnerships; and, as an inclusive organization, offering excellent customer service and a positive family experience.

Guided by this mission and values, the Children's Museum of Memphis transforms the learning lives of children and families with more than 65,000 square feet of immersive exhibits and interactive programs designed to support enriched early learning. Since opening to the public in 1990, the museum has served more than 5.5 million children and families, approximately 250,000 each year.

On its 30th anniversary, CMOM debuted four strategic priorities to transform Memphis through the power of playful learning. 1) Refresh exhibitions and programming with educational underpinnings to foster a love of learning. 2) Strategically partner with Memphis-area nonprofits to bring museum-quality learning where – and to whom - it is most needed. 3) Ensure long-term financial stability by relying less on earned revenue. 4) Attend to facility needs, such as deferred maintenance and completing overdue building expansions.

Position Summary

CMOM seeks an individual with superb oral and written communication skills to assist with the execution of development strategies related to membership and individual giving. This person will be responsible for all aspects of the museum's membership program (renewals, growth, and evaluation), identifying opportunities for added value and over-delivery. This person will also manage the Annual Fund and identify opportunities for continued engagement.

Responsibilities

Membership

- Manage all aspects of the museum's membership program, ensuring a positive experience that generates renewals and deepens relationships between constituents and the museum
- Monitor success of membership program through the development, dissemination, and evaluation of member surveys as well as monitoring regional and national trends in children's museum membership programs
- Identify and facilitate opportunities for new membership tiers, benefits and 'touches,' promotions, and programming

Annual Fund

- Oversee all elements of current annual giving appeals (spring/summer and year end), including but not limited to copy, design, list segmentation, mailing and postage; Identify new opportunities for appeals and solicitations
- With input from the team, develop and maintain a donor acknowledgement and stewardship plan that increases donor satisfaction and retention
- Assist with prospect research and identification, and develop appropriate strategies to match donors with museum priorities

Development Operations

- Ensure timely and accurate entry of all solicitations and donations within the museum's constituent database.
- Maintain knowledge of fundraising best practices and industry standards, making recommendations for improved work flows as appropriate
- Adhere to development file retention policies, both digital and physical
- Perform other duties as assigned within the scope of responsibilities and requirements of the position, the department, and the museum.
- Occasional work in the evenings and on weekends may be required for donor events, museum tours, and community events

Qualifications

- Bachelor's degree required; comparable experience in lieu of degree acceptable
- Minimum 3 years' experience in development, membership, or nonprofit office setting (or similar for-profit experience) required
- Superb writing skills, especially persuasive writing, required
- Ability to execute on a plan and politely but persistently follow up
- Self-motivated with the ability to work independently
- Proven ability to perform all duties with a high level of tact, confidentiality, professionalism, and efficiency
- Ability to work with a diverse range of people, including museum guests, members, supporters, vendors, volunteers, and staff, in both large and small groups

To Apply

Email cover letter, resume, and three references to Frances Tortorich, Director of Development, at frances.tortorich@cmom.com. A writing sample may be requested as part of the interview process for selected candidates. Please reference "Development and Membership Manager" in the subject line. Please, no phone calls.

Intellectual/Social, Physical Demands, and Work Environment

The intellectual/social, physical demands, and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Intellectual/Social Demands

While performing the essential functions of this job, the employee is asked to multi-task under time limits. Position requires close attention to precise details and accuracy of specified standards including following simple to complex (more than 3 steps) instructions and concentration which frequently extends beyond 30 minutes at a time. This position also requires constant use of interpersonal skills including ability to direct/motivate/inform staff and foster collaboration, being able to recognize and resolve conflicts, being able to openly communicate in writing and verbally.

Physical Demands

While performing the essential functions of this job, the employee will frequently operate a computer, other office devices such as calculators, telephones, copy machines, and printers; occasionally move about inside the facility to access storage areas, cabinets, and office machinery; occasionally move about the campus to engage with clients and staff; constantly communicates via telephone, email, and in-person with others to exchange accurate information. Employee may be required to lift and/or move up to 25 pounds. Employee duties may require kneeling, crouching, and standing for extended periods of time.

Work Environment

The duties of this position are performed indoors. The noise level in the work environments is usually quiet to moderate.

THE CHILDREN'S MUSEUM OF MEMPHIS IS AN EQUAL OPPORTUNITY EMPLOYMENT EMPLOYER.