Membership Manager Job Description

Primary Objective

The Clyfford Still Museum Membership Manager manages a comprehensive membership program in order to achieve the Museum’s financial and membership goals and ensure that the Museum’s obligations to its members and donors are fulfilled.

Scope

The Membership Manager is primarily responsible for overseeing the Museum Membership program, including overall strategic planning; marketing, and communications; member event and program planning and execution; gift processing systems; records management; and reporting and analysis. An integral position within the Development department team, the Membership Manager also supports the Director of Development in donor data management, donor communications, and cultivation events. This position works collaboratively with other departments as necessary, including the Curatorial, Learning & Engagement, Marketing, and Visitor Experience departments.

Our Museum membership is currently made up of more than 700 dedicated fans, donors, and art lovers. The membership manager serves as the main point of contact for our members. They are responsible for ensuring that our members have meaningful opportunities to engage with our collection, other arts experiences, and each other. The Museum has ambitious goals to increase membership through targeted marketing and communications efforts. The ideal candidate will share the CSM team’s commitment to excellence in customer service, friendly and welcoming engagement with our visitors, and access for all.

Reports To

Director of Development

Responsibilities

- Develop strategic marketing and promotional plans for member acquisition, retention, and upgrades to meet or exceed annual income growth.
• Coordinate with the director of marketing to create content for member-related emails, newsletters, promotional materials, social media, and member pages on the website.
• Oversee design and production of Membership printed materials, including brochures, special appeal inserts, cards, etc., in-house and/or with contracted outside agencies.
• Work with the marketing team on promotions, partnerships, social media, and special appeals.
• Work with the programs and exhibitions team to create engagement opportunities for members of the Museum. Examples include exhibition openings, museum programs, and members-only events.
• Work with the visitor experience team on front-line customer service and onsite membership sales promotions.
• Oversee data management, including member records management, devising targeted mailing lists, monitoring promotions, and creating reports.
• Participate in establishing annual revenue and expense budgets and monitor progress toward goals.
• Generate analytical reports to measure the effectiveness of services, benefits, and policies relating to the retention and acquisition of members.
• Establish and manage community partnerships for cross-promotions and benefits for members
• Manage all membership and development data entry, including membership processing, gift processing, and acknowledgments.
• Represent the development department on the internal Altru data management team.

Requirements
• 3-5 years of successful membership and/or marketing experience in a member-based organization
• Excellent writing and interpersonal skills
• Experience planning and executing events for up to 200 guests, including the management of outside contractors (catering, entertainment, etc.)
• Strong ability to multi-task, prioritize, and work well under pressure to meet multiple competing deadlines
• A team player who works collaboratively across the department and institution
must enjoy working with the public and demonstrate a commitment to excellence in customer service

- excellent computer skills (Microsoft Office, Excel, PowerPoint)
- experience with Altru database or similar fundraising software is important.

**Working Conditions**

The Clyfford Still Museum offers a hybrid work environment with an expected 2-3 days in the office. Some evening and weekend hours will be required. Generally, this position operates under normal office working conditions, including computer usage, and may require occasional standing, walking, climbing stairs, and long periods of sitting and standing. The employee must occasionally lift and/or move up to 25 pounds.

**Salary Range:** $55,000 - $65,000

**About the Clyfford Still Museum**

Home to one of the world’s most intact public collections of any major artist, the Clyfford Still Museum offers nine beautiful galleries of Still’s art, historic photos, objects, and letters from the Clyfford Still Archives, interactive features, tranquil outdoor terraces, views into storage and conservation areas, a hands-on art creation studio, shopping, exciting programs and events, and more. Considered one of the most important painters of the 20th century, Clyfford Still (1904–1980) was among the first generation of Abstract Expressionist artists.

The Clyfford Still Museum stewards a collection of artworks that belong to the City and County of Denver—the people of Denver—comprised of more than 93 percent of the artist’s lifetime output, including approximately 3,125 works created between 1920 and 1980, as well as his complete archives. This civic identity animates our belief that everyone can find meaningful connections with our collection regardless of background, level of education, or art experience.

The Clyfford Still Museum is located in the heart of Denver’s Golden Triangle Creative District, west of the Denver Art Museum’s Hamilton Building. The two-story, 28,500-square-foot building was designed by Brad Cloepfil of Allied Works Architecture specifically to display Clyfford Still’s work.

To learn more, visit [www.clyffordstillmuseum.org](http://www.clyffordstillmuseum.org)
Diversity and Inclusion

The Clyfford Still Museum is committed to building a diverse staff to serve the needs of our visitors. We encourage individuals of all backgrounds to apply.

Non-Discrimination Statement

The Clyfford Still Museum bases its employment decisions on job-related qualifications and ability to perform a job, and therefore prohibits (a) making employment decisions or basing terms and conditions of employment, and (b) making contracting, admissions, or facility use decisions or basing terms and conditions of contract or facility use on the basis of a person’s: race, creed, color, religion, sex, age 40 and over, height, weight, national origin, ancestry or ethnicity, sexual orientation, transgender status or gender identity or expression, marital status, military or veteran status, political affiliation, genetic information, or disability, as well as any other basis now or in the future protected by federal, state or local law, ordinance or regulation. The Museum follows this policy in all terms and conditions of employment, including, without limitation, recruitment, hiring, testing, training, certification, opportunities for advancement, promotions, demotions, terminations, performance evaluations, compensation, and leaves. The Museum expressly prohibits retaliation against anyone who brings a complaint of discrimination or who assists the Museum in the investigation of a complaint of discrimination.

Please send cover letter and resume by May 19, 2023 to hr@clyffordstillmuseum.org, subject line: Membership Manager.