



Job Description

Job Title: Membership Manager	Updated: May 2024
Department: Development	FLSA Status: Exempt (non-overtime eligible)
Reports to: Deputy Director of Development	Full-time (Tuesday-Saturday schedule) On-site

Job Summary:

The Membership Manager is responsible for the cultivation and stewardship strategies of a portfolio of Members. The Membership Manager also provides fundraising support to the Deputy Director of Development and Executive Director who engage with individual and corporate donors. The position will also support the museum’s annual fundraising events and membership initiatives. The ideal candidate will develop strategies to successfully position the organization in front of member prospects, companies and corporations and plays a key role in reaching the team fundraising goal of \$2.5 million+ for the annual budget and increasing membership and corporate commitments.

This position is a Tuesday – Saturday on-site schedule with availability evenings and weekends for fundraisers and events.

Job Duties and Responsibilities:

- Provide managerial oversight and implementation of the Museum’s membership program.
- The primary focus is growth in current and new members.
- Evaluate, develop, and build the membership program and work in coordination with the Deputy Director of Development to ensure the program follows the Museum’s strategic plan.
- Engage with a broad portfolio of Patron, 110 Society, Supporting and institutional members strategically segmenting and targeting interactions to strengthen relationships by documenting past interactions and targeting future engagement.
- Provide recommendations to the Deputy Director of Development on prospects for leadership level upgrades and joins.
- In coordination with the Deputy Director of Development, actively seek ways to prospect new members through internal audits including classes, events, ticket purchases, and facility rentals, as well as through external partners and purchased lists.
- Plan, coordinate, and implement lively and engaging member activities to encourage growth in membership.
- Maintain member and vendor interactions and moves management strategies in the database and hard copy record, as appropriate.
- Assist the Development Administrative Assistant Manager for membership materials and mailings including cards, inserts, reciprocal lists, invitations, member publications, certificates, renewal letters and upgrades.

- In coordination with the Marketing Department and Deputy Director of Development, work on social media efforts and website content for the membership program to ensure consistent marketing strategies, branding, and messaging, with appropriate credit permissions and recognition.
- In coordination with the Marketing Department and Deputy Director of Development, develop marketing materials, packages, and marketing campaigns for the membership program. Ensure membership solicitations appear in Museum publications.
- In coordination with the Development Administrative Assistant Manager, evaluate and respond to funding declines with members by working through a needs assessment; track, report, and conduct follow up with Patron, 110 Society and Supporting lapsed members and provide guidance on Leadership lapsed donors where applicable.
- Manage the Museum's Membership inbox and Member communications; coordinate responses with the Development Team, as needed.
- In conjunction with Community Engagement and Marketing Departments, identify and attend external opportunities to promote the TMA Membership program including but not limited to: institutional and organizational presentations, fairs and festivals, symposiums and conferences, and civic events. Follow up with personal solicitations.
- Promote, manage and steward the institutional membership program for universities and their students, faculty and staff.
- Participate in front of house/welcome desk shifts on open days including Thursdays, Fridays and Saturdays and especially during banner exhibition to promote membership and assist in ticket, membership, and event sales.
- In coordination with the Deputy Director of Development and Senior Staff develop, promote and manage the Young Professional/110 Society members.

General Duties

- Serve as support for all Development Events and Fundraisers including but not limited to Women's Luncheon, Sidewalk Art Show, Opening Party, Chairman's Dinner & Summer Celebration, Tastings at the Taubman events, and VIP events.
- Provide support for committee meetings – Sidewalk Art Show, Women's Luncheon, Opening.
- Actively participate in weekday, evening, and weekend Museum programs, fundraisers, and events as assigned.
- Work in coordination with the Deputy Director of Development and Executive Director to seek out and secure quarterly speaking engagements, to promote the Museum at its events/programs.
- Work with the Visitor Services Manager, and in conjunction with the Development Team, to identify and fill department volunteer needs and run registers and front of house duties as needed during open hours.
- Perform other tasks as assigned by the Director of Development, Executive Director and/or the Board of Trustees.

Knowledge, Skills and Abilities:

Strong interpersonal skills, work ethic, and self-discipline to work both independently and within a team of individuals with diverse backgrounds. Strong verbal and written communication skills. Detail-oriented with strong organizational, analytical, communication and planning skills. Ability to prioritize and manage multiple tasks and a variety of demands. Demonstrated ability to meet financial goals with proven track record of growth in development and fundraising with endowment and planned giving knowledge; think strategically and creatively; persuade others. Knowledge of development principles and non-profit organizational management to assist with a comprehensive fundraising program.

Demonstrated writing ability and willingness to be hands-on in a role that is demanding and requires a high level of energy. Ability to lead, coach, train, and motivate members of the development team and benefit volunteer committees. Commitment to integrity and confidentiality and a high-degree of accuracy and ethicality with record keeping. A positive outlook and willingness to learn and grow. Passion for the Museum's mission to bring art and people together for discovery, learning, and enjoyment.

Training, Education and Experience:

Bachelor's degree preferred or equivalent education and experience. 6-10 years of increasingly responsible advancement experience in fundraising required, specifically managing a portfolio with demonstrated success in closing gifts between \$1,000-\$25,000+. Experience in strategic planning for development, membership management, major gifts, capital campaigns, corporate and marketing initiatives a plus. Management experience preferred; ability to manage multiple priorities and meet deadlines. Experience in nonprofit arts and culture organizations and experience with corporate giving preferred.

Special Requirements:

Must be available to work flexible hours weekly, including nights, and weekends as needed. Must possess and maintain a valid driver's license and maintain a driving record acceptable to the Taubman Museum of Art and its insurance carrier(s).

EEOC Statement:

The Taubman Museum of Art is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status or any other federal, state or local protected class. The Taubman Museum of Art is also committed to complying with all fair employment practices regarding citizenship and immigration status.

Taubman Museum of Art is committed to creating a diverse environment:

At The Taubman Museum of Art we each contribute to inclusion—we all have a role to play. Our culture is the result of our behaviors, our personal commitment, our curiosity, how we collaborate, and the ways that we courageously share our perspectives and encourage others to do the same. In turn, our inclusive culture inspires us to try new things and share information openly and transparently. It brings us together in ways that help us stand out. Our inclusive culture empowers all of us to connect, belong, and grow.