



POSITION DATA

JOB TITLE: Manager, Museum Membership
DEPARTMENT: Institutional Advancement
REPORTS TO: Director, Membership & Annual Giving
CLASSIFICATION: Exempt
DATE: April 2022

POSITION OVERVIEW

The Manager, Museum Membership reports directly to the Director, Museum Membership & Annual Giving, and helps lead strategy development, day-to-day operations, and Member stewardship for the 9/11 Memorial Museum membership program. This includes the management of a three-person membership team composed of one coordinator and two memberships assistants that is responsible for both the on-site Museum Membership Desk and Memorial Plaza post. The Manager, Museum Membership also participates in a wide range of cross-organization discussions to ensure the program's integration into key Museum initiatives, events, and onsite operations. Given that Museum Members make up a key donor constituency, this position also collaborates closely with the Manager, Annual Giving in the development and execution of non-membership, direct response campaigns focused on generating low-dollar support from the broader donor community.

ESSENTIAL FUNCTIONS

- In collaboration with the Director, Museum Membership & Annual Giving, help develop, implement, and refine on an ongoing basis all strategy for the marketing of the individual Museum Membership program, including the development of relevant performance metrics.
- In consultation with the Director, Museum Membership & Annual Giving, develop and manage annual expense and revenue program budgets.
- Lead all on-site and administrative office membership staff in sales, stewardship, and operational efforts with a focus on program growth and high-quality customer service.
- Oversee development, review, and use of all print and digital Member communications and materials, including direct mail and email solicitation, event invitations, and printed collateral.
- Interact regularly with internal departments, especially Operations, IT, and External Affairs to ensure a coordinated institutional approach to member acquisition and retention.
- Oversee relevant external relationships with vendors around fulfillment, marketing, and collateral to ensure accurate, timely and meaningful communications between the organization and members.
- Oversee all program-related contracts, invoices, vendor procurement and Requests for Proposals.

REQUIRED SUPPORT FOR ORGANIZATIONAL EVENTS

- Participates in the September 11th Commemoration, as assigned.

- Assists with other special projects and events in support of 9/11 Memorial & Museum, as assigned.

QUALIFICATIONS/SKILLS REQUIREMENT

- Bachelor's Degree required
- Minimum of 5-7 years of experience in leading an organization's individual Membership program with at least 10,000 members, preferably within a museum environment
- A proven track record of innovative ideas and creative campaigns that have led to demonstrable program growth.
- Minimum of 5 years of direct supervisory experience.
- Strong interpersonal and leadership skills as evidenced by a cohesive team and successful program performance.
- Exceptional time management skills, with the ability to prioritize both short and long-term goals and priorities, while adhering to meaningful deadlines.
- Outstanding communication skills and writing proficiency in the area of program marketing including direct mail.
- Computer proficiency with Microsoft Office and database systems required. Experience with Raiser's Edge, Drupal, and Gateway strongly preferred.

HOW TO APPLY

- Include position you are seeking in the email subject field.
- State the location where job posting was seen.
- Send resume and cover letter to 911mmiajobs@911memorial.org

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment described in this job description are representative of those that the employee will encounter and are expected to meet to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to see, be mobile, and have the ability for 2-way communication with the public and staff.

The work environment is an indoor, climate-controlled office environment comprised of cubicles, walled-offices, and group conference rooms. The noise level in the office environment is usually low. Employee will be required to comply with organizational Health and Safety Plan. Minimal travel is required.

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- This job description is a descriptive list of the responsibilities and qualifications associated with this position and are not intended to be all inclusive. Employees are expected to also perform other business- related duties as assigned by the supervisor or other management.
 - The organization reserves the right to change, modify, or reassign job responsibilities, duties, and scheduled work hours as per business needs.