MEMBERSHIP AND SPECIAL EVENTS COORDINATOR
Position Duties and Responsibilities

The Wenatchee Valley Museum & Cultural Center (WVMCC) fosters dynamic connections to the history, cultural traditions and arts of the Wenatchee Valley. As a mid-size museum, the WVMCC is a vital hub for creating community connections with our region's unique heritage and arts through creative, interdisciplinary programs, exhibits, and publications.

A key position with the Museum, the Membership and Special Events Coordinator is the primary representative of the Museum’s membership program and must enjoy working with the public. They are responsible for overseeing the entirety of the Membership program, including reporting and analysis, strategy and traffic management for membership efforts, and overall data management, with support from the Administrative Manager. This position is responsible for ensuring accurate and timely fulfillment of gift processing, acknowledgements, and member requests. This role works with the Museum’s marketing and outreach team, development team, leadership, curators, and education team to cultivate and manage relationships with the community. This position also oversees a full slate of annual membership, educational, development and stewardship events and works collaboratively with the entire Development and Marketing team to development and implementation of a comprehensive strategy for special events, membership, and outreach.

Reporting to the Director of Development & Communications, the Membership and Special Events Coordinator has the following responsibilities:

MEMBERSHIP, DATABASE & EVENT MANAGEMENT:

- Implements best strategies in stewardship, renewal and upgrading of current and lapsed members; acquires new members and leads visitor conversion; increases annual fund gifts from members. Evaluates effectiveness of current individual/household and business membership program services, benefits, and policies, relating to retention and acquisition of members on a regular basis. Recommends, designs, and implements changes to improve effectiveness and efficiency.
- Develops and directs strategies driving integrated mail, on-line and telephone campaigns to acquire, upgrade, and renew members and donors. Maintains schedule of solicitations and cultivations, including timely delivery of strategy, creative, and data files.
- Serves as primary representative of Membership program on a daily basis and at events.
  - Handles questions from members, including visits, phone calls and emails.
- Coordinates and executes the logistics of a full slate of annual membership, educational, donor development, stewardship, and fundraising events held during the day, evenings, and on weekends.
- Generates reports to measure results of membership campaigns, and overall membership retention and growth. Monitors progress towards revenue goal and provides reports for leadership.

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• Maintains and updates reports of fundraising activities and results, assists with appeals, oversees complex mail merges and incoming donations.
• Runs tailed queries as requested by other employees for specific needs
• Looks for new ways to streamline database performance and improve customer interaction with database including membership, donations, program, and event purchases
• Partners with Marketing, Communications & Outreach team to implement, promote, and communicate robust annual programming.

OTHER DUTIES AND RESPONSIBILITIES:
• Help cover the front desk when needed, assist front desk workers with database and membership questions and training.
• Willing to support museum team in other ways as needed.

QUALIFICATIONS:
• Passionate about the Museum’s vision and mission;
• At least 3 years’ experience developing, implementing, and evaluating membership and/or donor programs and special events in a museum or similar setting;
• Proficiency in Word, Excel, and experience managing membership, donor and/or CRM databases
  o Knowledge and experience in Altru and Blackbaud systems preferred.
  o Basic graphic design experience preferred
  o Website and social media experience preferred
• Ability to multitask and meet deadlines in a fast-paced working environment;
• Excellent organizational, communication, and interpersonal skills;
• Able to relate effectively with people of various backgrounds, levels of education, and experiences;
• Proven ability to communicate complex ideas with a wide range of peoples and communities;
• Available to work a flexible schedule with some evenings and weekends;
• College degree in a related field is desired.

This is a 30 hr/week position, with an hourly range of $22 - 25/hr. Salary is dependent on experience and qualifications. Museum benefits for this position include paid time off (vacation/sick/holiday), a health care stipend, IRA matching program, and opportunities for professional development.

Interested applicants should submit the following materials to Jessica Adams, Director of Development and Communications at jadams@wvmcc.org with the subject heading: Membership and Special Events Coordinator

• An updated resume in PDF or Word format
• Letter of interest describing why you are interested in this position and how your experiences meet the needs of the position
• Contact information for three professional references

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The Wenatchee Valley Museum & Cultural Center is committed to creating a diverse environment and is an equal opportunity and at will employer. All qualified applications 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.

Conditions of Employment
Employment at WVMCC is contingent on the verification of background information submitted by the applicant, including the completion of a criminal record check, and education when applicable.

*The duties listed above are intended as illustrations of the types of work that may be performed. The omission of specific job duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

*The job description does not constitute an employment contract and is subject to change as the needs of the employer and requirements of the job change.*