



JOB DESCRIPTION

Position:	MEMBERSHIP & VOLUNTEER COORDINATOR
Department:	Advancement
Employment Category:	Full Time/Non-Exempt
Reports To:	Director of Advancement

Overview:

The Membership & Volunteer Coordinator focuses on all aspects of Museum membership, including strategies for attracting new members; enhancing the inclusiveness of the Museum’s membership program; stewardship of members and donors; and member retention, including oversight of the membership renewal processes.

The Coordinator also leads the Volunteer Program, including development and implementation of recruitment and training programs, coordination of volunteer scheduling, and organization of volunteer enrichment, events, and retention. Provides administrative support for the volunteer program, which includes tracking volunteer & intern hours.

Qualifications:

- Passion for the history and heritage of WNY
- Bachelor’s degree; or, equivalent experience in an administrative setting.
- Goal-oriented, self-motivated, exercises initiative and creativity
- Able to work proficiently in a team and as an individual in a fast paced, high-energy environment
- Excellent oral, written, interpersonal communication, and presentation skills; ability to build relationships with members and volunteers
- Demonstrated attention to detail and ability to comply with schedules/deadlines
- Strong planning, organizational and follow-through skills with ability to supervise and motivate volunteers
- Able to work flexible hours to include some weekends and weekday evenings

Primary Duties & Responsibilities:

Membership Program (50%)

- Serves as the primary members’ liaison for the Museum
- As a member of the Advancement Team, creates and manages the membership component of the Museum’s Annual Development Plan
- Evaluates effectiveness of current membership program services, benefits, and policies, relating to retention and acquisition of members on an annual basis. Recommends, designs, and implements changes to improve effectiveness and efficiency
- Generates regular membership campaign mailings, renewal reminders and acknowledgements

The above statements describe the general nature and level of work to be performed. This is not intended to be an exhaustive list of all required responsibilities.

- Develops and implements specific membership drives targeting new member sources, including coordinating with the guest experience team to utilize exhibitions and programs as membership recruitment opportunities
- Trains guest services staff and volunteers to effectively solicit new memberships
- Researches and develops members-only policies and programs/events
- Develops annual membership engagement plan that recognizes members as partners in our work, supporting the member-to-donor pipeline
- Generates reports to measure results of membership campaigns and overall membership retention and growth. Monitors progress towards revenue goal, provides monthly and annual reports, and recommends course corrections when necessary
- Collaborate with the Communications Department on Members-exclusive communication/marketing pieces, including, but not limited to e-newsletters, membership brochures, and other targeted outreach

Volunteer Stewardship (40%)

- Establishes, leads, and works closely with Museum staff to recruit, orient, train, supervise, retain and recognize volunteers
- Communicates the mission of the Museum through volunteer recruitment events
- Establishes and maintains an open, consistent line of communication with volunteers
- Tracks volunteer orientation, training, and hours of service through database management
- Promotes volunteer opportunities
- Maintains and updates the volunteer handbook and training materials
- Supports quarterly friends & family events for volunteers

Fund Development (10%)

- Supports Museum special events and has frequent written and oral communication and engagement with members and volunteers
- Facilitates ongoing prospect, donor and member cultivation
- Graciously and promptly responds to the requests of constituents
- Supports community engagement efforts by tabling and/or attending requested events (both internally and externally) as a representative of The Buffalo History Museum

Salary and Benefits:

This full-time, non-exempt position will offer a wage range of \$42,000 - \$48,000 annually, depending on experience. In addition, you are entitled to a generous benefits package, including health insurance and paid time off.

How to Apply:

Please prepare a cover letter and resume in one PDF document, saved as "Last name. First name. Membership" and "Membership & Volunteer Coordinator Application" in subject bar to Desiree Peacock at dpeacock@buffalohistory.org. Applications will be considered on a rolling basis until the position is filled. No phone calls please.