

POSTING - MEMBER AND COMMUNITY ENGAGEMENT MANAGER

JOB POSTING

Full time, 5 days a week which includes a variable weekend day. Must be willing to work occasional evenings. Reports to the Executive Director.

POSITION SUMMARY/OBJECTIVE

The Member and Community Engagement Manager interacts with the Museum's stakeholders, including members and donors, and provides day-to-day support and workflow coordination for the Museum's volunteers. The Membership and Volunteer Manager represents the Museum to its community, creates a positive experience for its volunteers, and connects supporters and visitors alike with Museum communications.

DUTIES

General

Tell the Museum's story, comprehend its mission, participate in programs and events, and make connections with the Museum's community to answer their questions and elicit their feedback to programming and events. Become familiar with the interests and histories of the Museum's community. Engage directly with donors, members, visitors and volunteers. Interact with other members of the Museum's staff to share information and to collaborate to achieve the Museum's strategic objectives. Share responsibility with all Museum employees for the appearance and cleanliness of the Museum premises. Create correspondence, reports, statistics, and other duties as assigned and required by Executive Director.

Membership Management

Serve as the primary contact for the Museum's Membership program and for all member inquiries. Manage donor communications as outlined by the Executive Director. Effectively manage member/donor database to accurately track members and donations. Initiate and implement ways to increase overall membership. Manage all mailings to members and donors.

Volunteer Management

Serve as primary contact for the Museum's Volunteer program and for all volunteer inquiries. Manage day-to-day volunteer activities and keep volunteers informed of Museum news, events, and programs. Schedule and supervise volunteers for admissions desk, filing and mailing, store, special events and other support to the Museum and the Children's Museum. Recruit, interview and train volunteers as needed and maintain volunteer guidelines.

Administrative

Assist with various administrative duties including managing Swedish Language Class series, handling bulk mailings, ordering office supplies, coordinating computer maintenance, working with Executive Director on specific projects, and providing general office support as needed.

EDUCATION REQUIREMENTS

Bachelor's degree from four year college or university or comparable work experience

EXPERIENCE REQUIREMENTS

Minimum of 1-3 years related experience in customer service, client relations, or related functions. Strong organizational skills. Excellent oral and written communication skills. Demonstrated project management skills with timely and consistent attention to follow up. Must have strong computer skills, including MS Office Suite; data base management skills. Previous experience in not-for-profit a plus. valid Illinois driver's license required as well as access to reliable insured automobile to be used for work-related travel in the Chicagoland area.

SUCCESS FACTORS

Ability to work well with others, multitask, and handle a variety of projects gracefully is essential. Customer service orientation and interpersonal skills, treating all others with respect and courtesy. Curiosity to learn new things and meet new people. "Get it done" personality - self-motivated, takes initiative, follows through, shares credit and takes responsibility for actions. Effective problem solver. Attention to detail and excellent work products. Assure discreet handling of all business and treat donor and Museum information as confidential.

Salary will be based on applicant's experience and qualifications. EOE.

Submit letter of interest, comprehensive resume, references, and salary requirement to Karin Moen Abercrombie, Executive Director, hire@samac.org. No phone calls.