



Position Title: Membership Coordinator

Department: Marketing

Reports to: Director | Marketing and Development

FLSA Classification: Full-time hourly, non-exempt

Salary: \$20/hour

Job Summary:

Are you looking to boost your resume in a unique working environment? Are you passionate about making a difference in the community? If so, we need your skills and talents. You can be part of the team leading Sacramento's exciting new attraction – the SMUD Museum of Science and Curiosity (MOSAC).

The Membership Coordinator reports to the Director of Marketing and Development and works in close collaboration with the Development department. They act as the liaison between MOSAC and our valued members. The Membership Coordinator will be responsible for all aspects of membership, from serving as first point of contact for membership-related questions, to organizing events for recruiting new members.

The Membership Coordinator is responsible for maintaining records, tracking membership figures, and ensuring other departments are well versed in the overall membership program, as well as growing the membership base by renewing and upgrading member support and strengthening relationships with current members below the major donor level.

The Membership Coordinator develops and implements a strategy for direct mail and electronic member-level communications and cultivation efforts, including events and member benefits. They are also responsible for setting standards and providing content for the member services function, including tiered gift acknowledgments, member benefit mailings, and telephone solicitations/communications. The Membership Coordinator holds a strong commitment to the mission of MOSAC.

Supervisory Responsibilities:

None

Duties/Responsibilities:

- Executing initiatives to encourage new members to join and existing members to renew online

- Handling all questions, information requests and complaints regarding membership
- Processing membership applications renewals and terminations
- Maintaining and updating membership records in Blackbaud Altru
- Collecting data, tracking membership statistics, revenue and preparing reports
- Developing and implementing strategies to recruit new members
- Preparing membership marketing materials for internal and external distribution
- Partnering with and training the Guest Services, Marketing, and Volunteer teams to increase onsite membership sales and renewals
- Organizing events and activities for existing and prospective members
- Performing other related duties as assigned
- May be assigned cross-department responsibilities, as needed

Required Skills/Abilities:

- Proficient with Blackbaud Altru or similar CRM
- Proficient with Microsoft Office Suite or related software
- Excellent verbal, written and interpersonal communication skills, including the ability to effectively communicate in a variety of settings with diverse stakeholders
- Self-directed with the ability to work both independently and as part of a team
- Skilled at establishing and cultivating strong relationships with peers, across different levels of the organization as well as externally
- Excellent organizational skills and attention to detail
- Excellent time management skills with a proven ability to meet deadlines
- Ability to function well in a high-paced and, at times, stressful environment
- Must possess a valid driver's license

Education and Experience:

- Bachelor's degree required or equivalent combination of education and experience
- Minimum two years of relevant experience in membership role preferred
- Proven track record of engaging and motivating members

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer
- May require standing and walking 75% of the time, lifting up to a maximum of 30 pounds, and other physical actions that include stooping, kneeling, crouching, crawling, reaching, pulling, and pushing

In order to protect our team members, volunteers, students, and guests, MOSAC requires that all employees be fully-vaccinated with a COVID-19 vaccination series approved by the U.S. Food and Drug

Administration (FDA) or the World Health Organization (WHO). Reasonable accommodation will be made for a qualified disability or sincerely held religious belief.

This position is at-will, non-exempt, and full time. Benefits include insurance (health, dental, vision and life), a 403b retirement plan, paid vacation and PTO. For more information: www.visitmosac.org

Application Procedures: Please submit a cover letter and CV or resume addressing your qualifications as they align with the job description by email to svandeventer@visitmosac.org. Please also provide names, with contact information, of three professional references. No phone calls will be taken for this application.