



Membership and Development Coordinator

The museum:

Laguna Art Museum is the museum of California art. It collects, cares for, and exhibits works of art that were created by California artists or represent the life and history of the state. Unlike any other museum in the state, it collects California art and *only* California art, and ranges across all periods and styles, nineteenth-century to present-day.

The position:

This position functions as a primary member of the development team, helping achieve the department's annual fundraising and stewardship goals. Over half of the time of this position is dedicated to the care and growth of the museum's membership program. The other portion of this position is dedicated to assisting other departments and staff members in activities that overlap with membership and donor engagement. A smaller portion of the position is dedicated to general support of the museum staff through diverse administrative tasks. Additional tasks may be assigned related to the type of work of the position as necessary.

Reporting responsibilities: Deputy Director

Supervisory Responsibilities: none

FLSA Status: Non-Exempt, full-time

Membership specific responsibilities:

- Manage, coordinate, track and evaluate the annual membership scheme, including renewal activities, acquisitions, acknowledgement letters, printing of membership cards, and all other activities associated with membership.
- Create and implement a strategy, with the deputy director, to further grow the membership scheme and help identify potential donors.
- Develop and manage membership acquisitions strategies for museum events and programs.
- Generate mailing lists for membership campaign mailings, member e-communications, members' opening reception invitations, annual appeals, and other member-specific activities.
- Manage data entry and ensure accurate and timely entry of member information, revenue tracking and other records.
- Provide excellent customer service to museum members, potential members, supporters and donors.
- Assist in the training of the museum's visitor services staff when relating to membership promotions.
- Prepare a monthly report on membership income vs. budget vs. previous fiscal years for alignment and readjustment to financial goals.

Development support:

- Assist the Deputy Director and Director of Special Events with a coordinated strategy for the stewardship and cultivation of upper level donor groups (i.e. Contemporary Circle, Advisory Circle, Director's Circle): renewal tracking, benefits tracking, and other tasks as requested.

- Function as a primary staff manager of Altru CRM software system.
- Manage *Art Access* trips.
- Assist the Director of Special Events as a key team member with major museum annual fundraising events (i.e. Art Auction and Palette to Palate): Assist with check-in, check-out, sales processing during the event, artist and guest correspondence, and assist with other tasks as necessary.
- Assist with other special events when required

Administrative assistance:

- Input LAM guest information for mailing list (stewardship) Sort incoming/outgoing mail, update contact information for all staff (incoming mail).
- Respond to e-mails regarding charitable giving, providing the appropriate donation per organization, such as memberships, catalogues, and tour certificates.

Education and experience preparation:

Requires Bachelor's degree in communications, liberal arts, or other related area; a minimum of two years' experience in membership, fundraising, or customer service activities for a cultural or educational institution; excellent oral and written communication skills; ability to make sound, ethical decisions in a strategic manner; good project management and computer skills; ability to work in a team environment and develop productive and cooperative working relationships with others; experience with Altru or other similar CRM software system preferred; collaborative and collegiate; highly organized with the ability to prioritize and manage multiple requests in a fast paced environment; demonstrates creativity, curiosity, a good sense of humor, and a high energy level and enthusiasm for working with a wide range of individuals.

Contact with others:

The position involves a significant amount of contact with members, donors, museum staff, volunteers and the general public. This includes frequent interaction with individuals that may be of a sensitive or confidential nature. Discretion, sound judgement and a friendly, outgoing demeanor are essential.

Working conditions:

Staff will work in general office conditions. The position requires a significant amount of computer work and use of general office equipment. Work will require some evening and weekend hours consistent with the museum's schedule of events and activities.

Additional requirements:

Employment is contingent upon a satisfactory background and reference check, which may include criminal reports and verifications of employment and educational records. Applicants must be legally authorized to work in the United States.

To apply:

Please email your cover letter and resume to Genny Boccoardo-Dubey, Deputy Director, at gboccoardo@lagunaartmuseum.org. Please use "Membership and Development Coordinator Application" as the subject line.