



## **We're hiring: Membership Manager**

**Position title:** Membership Manager

**Classification:** Full-time; Exempt

**Location:** Santa Fe, New Mexico (on-site)

**Salary:** \$55,000

### **Join us in shaping the future of the Museum of New Mexico system.**

We are looking for a Membership Manager to join our Membership and Communications team. The Membership Manager supports the Foundation to secure gifts for general membership, the Circles, and Explorers programs. Responsibilities include managing member customer service and digital communications, the renewal program and event coordination.

The Museum of New Mexico Foundation supports the Museum of New Mexico system, in collaboration with the Museum of New Mexico Board of Regents and the New Mexico Department of Cultural Affairs. The Foundation's principal activities are fund development for exhibitions and education programs, retail and licensing programs, financial management, advocacy and special initiatives. Since its inception, the Foundation has raised more than \$90 million in total giving from 25,000 donors and more than 15,000 members.

### **What you'll do**

- Act as first point of contact and provides daily customer service to members, problem solving and assisting 9,000 households via, phone, email and walk ins
- Manage renewal program including collateral, lists, letters, emails and acknowledgments
- Manage email marketing and list for Member E-News, e-renewals, campaigns, event invitations and event registration
- Assist with membership events to attract new and steward members
- Assist with Upgrade, Rejoin and New Member Campaigns
- Work with shops staff and museum front desk staff, conducting trainings, communicating member details and other relevant information and materials to support membership sales and renewals
- Maintain membership print collateral and inventory

### **What you'll bring**

- Outstanding organizational and planning skills
- Detail-oriented mindset with strong verbal and written communications skills
- Ability to maintain a high level of professionalism and confidentiality, and to communicate effectively at all times

### **Required qualifications**

- A Bachelor's degree or an equivalent level of experience
- 3 to 5 years of membership or development experience

- Experience in customer service
- Experience in all aspects of event planning
- Experience with Salesforce, WordPress, Eventbrite, e-mail marketing (Pardot) and photo editing software (Photoshop)
- Non-profit experience a plus

### **Why you should join us**

*Benefits.* 14 paid holidays per year, paid birthday leave, and 20 days of PTO per year for the first two years of employment. We offer 403(b) and 401(k) plans, and health, dental, and vision plans. We also provide AD&D insurance and life insurance at no cost to you.

*Museum membership.* Our staff receive a complimentary sponsorship level Foundation membership, granting you free unlimited admission to four state museums in Santa Fe as well as seven of the eight historic sites statewide. You will receive invitations to exhibition previews and members-only events, subscriptions to *El Palacio* and *Member News* magazines, and a 25% discount at all MNMF shops.

*Mission-driven work.* Our role and impact in supporting one of the country's largest state-run museum systems remains vital to the advancement of the art, history, and culture of New Mexico and the world. Support the mission of the New Mexico History Museum to tell New Mexico's oldest stories, collect some of its oldest objects, and to preserve other cultural resources that represent the state's centuries-long narrative.

### **How to apply**

Please e-mail PDFs of your resume and cover letter to [apply@museumfoundation.org](mailto:apply@museumfoundation.org), including "Membership Manager" in the subject line of your e-mail. No phone calls please.

The Museum of New Mexico Foundation is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, pregnancy, disability, age, veteran status, or other characteristics.