

Job Title: Development and Membership Manager
Reports to: Senior Director of Institutional Advancement
Job Status: Full time, benefits eligible.
Classification: Exempt

www.thehealthmuseum.org

ABOUT THE HEALTH MUSEUM: The John P. McGovern Museum of Health and Medical Science (The Health Museum) was founded in 1996. It is the only museum in the country dedicated to health and is the only Museum in Houston Museum District that has been awarded the Smithsonian Affiliate designation. The Health Museum's mission is to foster wonder and curiosity about health, medical science, and the human body. We offer transformative learning opportunities for all ages that are multi-sensory and engaging. The Health Museum's core values—inspirational, evidence-based, and individualized—function as a vital part of our long-term strategy of growth, expansion to reach new audiences, and empower healthier living.

Job Summary

The Advancement and Membership Manager for The Health Museum has responsibility for key components of the Museum's long-term strategy, for building relationships, that encourages lifelong engagement with the Museum. This is accomplished through support of strategic fundraising events and management of a multilevel membership program.

The Advancement and Membership Manager is responsible for overseeing the management of patron and donor information including, database site maintenance, data integrity, and staff training for consistency of data input and accuracy as needed. Advanced ability to analyze and report on key donor metrics and financial tracking is required. Prepares aggregate lists and budgetary reports for clear communication of data to the Advancement team and Museum leadership.

This position has a specialized focus on cultivating individual and corporate donors through the execution of timely communications, implementation of associated benefits and development of member marketing materials and other outreach communications designed to attract new donors/members, engage, and retain current donors/members. This position requires maintaining organizational standards of the highest integrity including accuracy, following protocol guidelines, and donor confidentiality.

Job Responsibilities

Membership:

- Lead the implementation of membership strategic plans to ensure achievement of annual growth in both revenue and number of member households.

- Maintain accurate membership records and databases. Monitor, report, and interpret membership sales and attendance on a daily, weekly, monthly, and quarterly basis, and communicate to appropriate staff.
- Work in collaboration with the Marketing team to develop and implement promotions that extend membership presence and visibility in the community which result in growth of the program.
- Work in collaboration with the Advancement Team to outline a year-round membership marketing plan that incorporates advertising, mailers, promotions, renewals, events, and on-site sales for all segments of the membership audience and oversee its implementation.
- Oversee the development of all membership collateral, e-communications, and marketing materials and assist in the development of content for these communication tools.
- In collaboration with internal teams, manage all member events and proactively address customer service issues.
- Develop and deliver regular membership workshop and incentive programs. Work with Visitor Services to develop and identify appropriate offerings which help to support and improve sales skills, customer service skills and other relevant competencies.
- Prepare and manage budget for membership to assure compliance with approved Advancement budget and established financial and accounting procedures.
- Record and update donor information and produce reports for membership and gifts in our constituent database.

Database Administration – Altru Specific:

- Enters all patron donor data from checks, correspondence, and online transactions into patron database as needed on a timely basis and maintains accurate hard copy and electronic files.
- Creates and maintains standard operating procedures to ensure accuracy of the database and consistent entries.
- Reconciles financial information and prepares detailed reports with the support of Museum Controller.
- Generates mailing lists for all donor, member, and marketing related appeals and events.
- Extracts patron demographics from database for grants and other targeted donor solicitations as needed. Analyzes patron information and gifts to identify further fundraising opportunities.
- Conducts regular Altru user group meetings from each department and assists with staff development for Altru through trainings, webinars, and utilizing online tools.
- Produces weekly, monthly, quarterly, and other necessary reports for distribution.
- Maintains the structure of attributes, code tables, configuration items, and all other setup functions and makes configuration, code table, and user system role modifications.
- Determine security permissions for all Altru users.

- Obtain Altru updates from Blackbaud, read all accompanying documentation, prepare organization for the upgrade, and train the staff to use the new features properly.
- Make sure payments are added to a deposit and review the batches in the database.
- Conduct a Duplicate Constituent report weekly to ensure current donor contact information.
- Ensure that new users receive general training on Altru and specific training on how the Museum uses Altru, including policies and procedures manual. When a user leaves organization, inactivate the user account.
- Maintain all hard files for the Advancement Department.
- Maintains patron and donor confidentiality and ensures compliance with related policies.

Individual Giving:

- Works closely with Senior Director of Institutional Advancement for donor identification, cultivation, solicitation, and recognition for the Fellow's Circle program.
- Update and maintain Annual Donor Wall and online donor recognition.
- Creates a timeline for outreach implementation, for all levels for membership, that compliments the donor stewardship/retention strategy as an important part of the Advancement strategic plans.
- Co-develops fundraising and communications/engagement strategies with the Senior Director of Institutional Advancement and the advancement team.
- Creates acknowledgments, receipts, and notifications to patrons on a timely basis. Responds to patron inquiries (by email and phone) in a prompt and courteous manner. Provides administrative support in the creation and distribution of constituency communications (electronic and print).

Events:

- Assists in planning and executing annual Advancement events, including annual fundraising gala, Fellow's Circle donor events, and Member events.
- Supports the team on all member events and donor receptions with accurate contact information and donor history.
- Occasional evening or weekend activities required.

Programming:

- Occasional evening or weekend activities required for member, donor, fundraising, public program events.
- Develop and execute member and donor engagement and stewardship programs in both virtual and in-person to fulfill program benefits, occasionally working with Education team.
- Ability to take part in interviews and other media opportunities to further the Museum's mission, programs, exhibits, and fundraising efforts.

Qualifications

- BA/BS degree required and 3-5 years of fundraising experience.
- Has experience with advanced management with nonprofit database systems, spreadsheets, software, and web applications including Microsoft Office 365, Adobe Illustrator and Photoshop.
- Strong analytical and problem-solving skills with the ability to think creatively and strategically.
- Ability to work to a schedule of deliverables where requirements can change.
- Strong communication and interpersonal skills with the ability to convey clearly concepts and procedures.
- Ability to work independently while supporting the goals and initiatives of a collaborative fundraising team.
- Excellent time management skills with the ability to prioritize own workload under pressure.
- Ability to exercise judgment regarding highly confidential information related to our patrons.
- Commitment to excellence and high standards.

Interested in learning more? Please send your resume and cover letter to us at: hr@thehealthmuseum.org.