



Museum of Science & History  
JACKSONVILLE • FLORIDA

## MEMBERSHIP & DEVELOPMENT COORDINATOR POSITION DESCRIPTION

**DEPARTMENT:** DEVELOPMENT  
**IMMEDIATE SUPERVISORS:** Vice President of Development  
**STATUS:** Non-Exempt – Full time  
**HOURS:** 40 HRS. /WEEK

**THIS POSITION SUPERVISES THE FOLLOWING STAFF:** NA

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### POSITION PURPOSE:

As the Membership & Development Coordinator, this position is responsible for increasing the number of people who support the Museum as members, at all levels. This position will also support the development department with database maintenance, donor tracking and administrative support.

The Membership & Development Coordinator will work closely with the Development Department and the Guest Relations Department, as well as the Museum's Communications Manager.

Reports to:

Vice President of Development

### DUTIES AND RESPONSIBILITIES:

- Sets the annual benchmark goals for the budget and for the membership strategy.
- Manage the annual Membership budget, including revenue goal setting and quarterly review of both income and expenses.
- Coordinate membership initiatives with all departments.
- Establishes the overall strategy and the annual calendar of membership events and programs.
- Establishes the strategy and timeline for all membership mailings and email communications including acquisitions, renewals, upgrades, invitations, general communications and annual fund appeals.
- Responsible for up-to-date maintenance of Museum's database (Altru) including input of records, processing gifts, list pulls, tracking donor interactions, creating reports and helping train staff (working closely with Guest Relations & Capital Campaign Manager).
- Assist Vice President of Development, Capital Campaign Manager and Grants Writer with administrative duties such as thank you letters, interaction tracking, donor research and reporting.

### Specific Responsibilities:

- Responsible for creating and implementing an internal direct mail and online package appeal for membership acquisition and upgrades.
- Administer systems for maintaining and building the individual membership programs, including membership levels, acquisition, renewal, and upgrade.
- Draft all membership materials for approval, including thank you letters, renewals, web content, emails, appeals and special marketing materials as needed.
- Responsible for coordination with Communications Manager regarding Museum's internet publications, membership materials for events and any other marketing needs.
- Coordinate the Museum's efforts to promote and increase membership on site at the Museum, as well as through community outreach and special events.
- Works as a team member on a wide range of fundraising and engagement strategies for members and donors and volunteers.
- Administrative and research support for development staff
- Tracking, drafting and mailing out of acknowledgement communications
- Work with Development Vice President and Capital Campaign manager on annual giving campaign.
- Input constituent and donor data into Altru
- Process gifts in Altru and draft of all acknowledgement communications.
- Create and maintain giving, tracking and acknowledgement reports for the development department.
- General Development Department support including execution of Development events.
- Develop Donor relations by phone and email.
- Other duties as assigned.

### **Qualifications**

- Bachelor's degree
- Proven membership development/fundraising track record in the non-profit field
- Direct experience in building and maintaining a membership program preferred.
- Proficiency in Altru or similar database management system preferred.
- Proven ability to work on a variety of projects simultaneously, strong project management skills, and an attention to detail.
- Demonstrated literacy in MS Word, Excel & Outlook.
- Strong writing, editing and communications skills.
- Vision, creativity, combined with strong project management, organizational and communication skills are important in this position.

### **TIME COMMITMENTS**

Hours may be determined upon hire. Some evenings and weekends may be required.

### **DISCLAIMER**

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents in this position. This job description is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and work conditions of employees assigned to this job. Management has sole discretion to add or modify the duties of this position and designate other functions as essential at any point in time. Management may also modify working hours and work location at any point in time. This job description is not an employment agreement or contract.

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**ACKNOWLEDGMENT**

I have read and understand the above job description. If the description is altered, I will be presented with an updated copy to sign which I will keep a copy and one copy will go into my personnel file.

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Employee (Print Name)

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Date

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Employee (Signature)