

Briscoe Western Art Museum—San Antonio, Texas

Membership and Donor Relations Coordinator

Reports To:	Head of Development
Fair Labor Standard Act Status:	Full-time, non-exempt position
Department:	Development

POSITION SUMMARY

Reporting to the Head of Development, the Membership and Donor Relations Coordinator will lead the effort and develop strategies for new member acquisition, increase member retention, and increase membership revenue by 5% each year. As Donor Relations Coordinator, this person will provide exceptional concierge-level service for art collectors and buyers at the museum's signature fundraiser, the *Night of Artists*. By elevating the art-buying experience before, during, and after the event, this person cultivates and stewards relationships, playing a critical role in the successful conversion of art collectors to buyers, to members, and to long-term museum donors. The ideal candidate will have a background in museums or galleries, membership, donor cultivation, stewardship, as well as a passion for art. This person must be confident and show initiative in promoting the museum to prospective donors, members, and art buyers.

ESSENTIAL FUNCTIONS

- Growing and developing the museum's membership.
- Providing concierge services to art collectors before, during, and after *Night of Artists* to convert them to art buyers and Bison Society Members.
- Developing strategies to gain new buyers and increase existing buyers' annual art purchase.
- Developing a strategic membership annual acquisition, retention, and upgrade plan.
- Coordinating the cycle of membership renewals and acquisitions, including list management and analysis, renewal mailing schedules, e-communications, website updates, on-site and online acquisition and renewals, member correspondence, and benefits fulfillment.
- Coordinating production of direct mail and email annual fund solicitations, including list management and analysis, e-communications, website updates, and donor correspondence.
- Conducting an annual member survey and providing analysis to leadership.
- Making monthly phone calls to increase upgrades and renewing memberships.
- Working with the Marketing and Communications Manager to develop content, design, and production of all print and online materials for membership and *Night of Artists* collectors/buyers collateral.
- Working to streamline and enhance all online and mobile giving pages and promoting giving within all digital communications, including e-news and announcements.

Membership and Annual Fund Coordinator

- Stewarding membership and art buyers by developing attractive member/collector-specific events.
- Working closely with Education and Curatorial staff to provide programmatic and educational opportunities, along with high-level donor/member events.
- Working closely with all development staff on events, taking a lead role in membership events.
- Collaborating with the Pavilion and Sales Operation Manager with all member and/or development event execution and organization.
- Creating regular reports to chart progress toward revenue and engagement goals.
- Working evenings and weekends as required.
- Performing other duties as assigned.

QUALIFICATIONS

- Bachelor's degree and at least two years of experience with museum membership and/or annual fund programs or at least three years of experience in sales and/or art gallery.
- Superior interpersonal, written, and verbal communication skills.
- Outstanding organizational and problem-solving skills, with ability to prioritize and execute multiple projects simultaneously.
- Strong analytical and strategic thinking skills, including ability to analyze data and create engagement plans.
- Strong experience with Microsoft Office and Customer Relationship Management (CRM) systems.
- Enthusiasm and desire to make an impact on a mission-driven team.

WORKING CONDITIONS

- Position requires periods of standing, walking, and/or sitting. May occasionally need to lift and carry up to twenty pounds and to push and pull up to forty pounds with the assistance of a cart.

Interested parties can send a cover letter and resume using any one of these methods:

Facsimile/FAX

Subject: **Membership and Donor Relations Coordinator**

Fax number: (210) 299-4118

or

Email

Subject: **Membership and Donor Relations Coordinator**

info@briscoemuseum.org