



THE AFRICAN AMERICAN MUSEUM IN PHILADELPHIA
JOB DESCRIPTION

POSITION TITLE: DEVELOPMENT COORDINATOR
DEPARTMENT: DEVELOPMENT DEPARTMENT
POSITION REPORTS TO: VICE PRESIDENT OF EXTERNAL RELATIONS AND DEVELOPMENT

POSITION SUMMARY:

Under the supervision of the Vice President of External Relations and Development, the Development Coordinator is the primary administrative support for this department, responsible also for enhancing the Museum's membership and annual giving programs. He/she will play a critical role on a three person team that also include a Manager of Grants and Content. He/she is responsible for regular and on-going communications with donors, volunteers and members to ensure they remain engaged and informed. He/she is also responsible for regular and on-going maintenance of the institution's constituent management/point-of-sales data base of former and current members/donors, volunteers, friends and other stakeholders. The Development Coordinator will assist the Vice President of External Relations and Development in planning of cultivation events for current and prospective donors. He/she will cultivate, engage and recruit an active roster of volunteers, manage the volunteer program and coordinate volunteer activities. The Coordinator also assists the Vice President of External Relations and Development with development initiatives and with the implementation and maintenance of systems to support all fundraising activities as appropriate.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Administrative/Office Coordination

- Serve as the first point of contact for all Development Department activities, including but not limited to answering telephones; greeting donors, members, volunteers and friends; and welcoming guests at special events
- Prepare acknowledgements and benefits fulfillment for individual donors/members, corporate sponsors, and foundation funders. Provide administrative support in the identification, cultivation, solicitation, and stewardship of donors, under the direction of the Vice President of External Relations and Development. Implement administrative systems that will encourage efficiency in daily workflow, and maintain database related to these functions
- Under the guidance of the Vice President of External Relations and Development, prepare financial reports related to fundraising efforts and assist in facilitating the transfer of financial information between departments
- Assist with management of interns and any seasonal or part-time help within the development department

Membership Coordination

- Serve as principal staff liaison to Museum members
- Work with the Vice President of External Relations and Development in re-design of the current membership, and help administer strategies for building and maintaining a vigorous membership program by actively identifying and soliciting new members, and by retaining, renewing and upgrading current members in a timely manner
- Work with Vice President of External Relations and Development to evaluate and update membership levels and benefits
- Coordinate the general membership materials, including brochures, annual appeals, etc.
- Administer membership benefits fulfillment and acknowledgement
- Coordinate Museum representation and conduct membership promotions at community and civic events, as well as at onsite Museum events

- Along with the Vice President of External Relations and Development, serve as staff liaison to the Museum's Board of Trustees Membership Committee. Prepare meeting notices, attend meetings and take and prepare minutes

Database Management

- Maintain data base of former and current members, donors, volunteers, friends and other stakeholders
- Log and process all membership renewals, gifts, pledges and agreements
- Generate regular reports as requested by Vice President of External Relations and Development
- Serve as Museum contact with data base system provider as related to development and membership concerns
- Remain proficient in the operation of the data base system through regular training and professional development

Volunteer Coordination

- Deliver all facets of volunteer recruiting success throughout the Museum
- Develop and execute volunteer recruiting plans for all Museum departments
- Maintain an active, energetic and diverse volunteer roster through engaging activities and regular communications
- Recruit, coordinate, train, supervise and direct volunteer staff at the Museum and at off-site Museum functions, when necessary
- Review, analyze, summarize and report on volunteer activities, including qualitative and quantitative factors
- Utilize information to strategize ways to enhance and improve results as needed on a departmental basis

Communications/Stewardship

- Under the guidance of Vice President of External Relations and Development, prepare regular donor/member and volunteer communications through social media, newsletters (as appropriate) and other strategies
- Under the guidance of the Vice President of External Relations and Development work with senior staff on the financial reporting of gifts/donations, monitor progress and provide metrics
- Work with Visitor Services Manager and primary prospect manager to develop individual and group stewardship events and to facilitate appropriate stewardship action plan
- Execute, enhance and provide support for donor recognition system; communicate with prospect managers as members and donors qualify for recognition at new levels; coordinate special benefit and recognition fulfillment; the ordering and delivery/presentation of personalized mementos, plaques, etc.; ensure all appropriate information is captured in database in a reportable way
- Ensure that members, donors and volunteers are appropriately and personally recognized in a timely manner and with targeted messaging relevant to their interests
- Recognize donors for their contributions and inform them of the impact of their gifts to the Museum

Perform other duties as assigned.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:

Must possess strength, stamina and mobility to perform heavy physical work in and out of doors in all weather conditions and with exposure to potentially hazardous conditions, use varied hand and power tools; lift and move materials and equipment weighing up to 90 pounds and heavier weights with the use of proper equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Must work overtime as required.

QUALIFICATIONS, SKILLS AND ABILITIES REQUIRED:

Education/Experience Required:

- Bachelor's Degree preferred
- Min. 2-years work experience in a membership or non-profit development office required
- Work experience in a museum or arts or culture organization preferred
- Administrative, customer service or event management experience ideal
- Excellent verbal and written communication skills preferred

Skills & Abilities Required:

- Knowledge of current fundraising principles/fundamentals, techniques, and ethics.
- Critical thinking skills in decision making
- Excellent organizational, writing, and communication skills.
- Strong interpersonal skills and the ability to deal professionally with a wide range of people, including staff, board members, donors, and volunteers.
- Ability to take direction, manage multiple priorities, meet deadlines, and take initiative.
- Proficiency in MS Word and Excel, and donor database software.
- Available to work nights and weekends as needed for events or deadlines.
- Proficiency in prospect research preferred but not required.
- Proficiency in social media and presentation software preferred.
- Knowledge of African American history and culture a plus.

EMPLOYEE ACKNOWLEDGEMENT:

This job description describes the general nature and level of work performed by the employee assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested by the supervisor. All requirements are subject to change over time, and to possible modification to reasonably accommodate changing institutional needs and individuals with a disability.

Expected hours: 37.5 per week

Please send your resume, references and cover letter to hr@aampmuseum.org.