

Membership and Recognition Coordinator

NATIONAL VETERANS MEMORIAL AND MUSEUM

The National Veterans Memorial and Museum (NVMM) is a new, soon-to-open cultural complex representing a national initiative of profound importance for our nation's 20+ million living veterans. Until now, there has been no single monument or museum dedicated to the veteran's experience in the United States. With 30,000 square feet available for exhibit space, this new institution will celebrate both the service and honor the sacrifice of all veterans and their myriad contributions to American society. Envisioned by the late Senator John Glenn (1921-2016), Colonel, USMC (Retired), as a gathering place for veterans across the country, the museum is scheduled to open to the public in fall 2018. NVMM will present the veteran experience through the lens of personal stories and life-changing experiences from which visitors will be inspired to learn more about our country's history and actively engage in their own communities as informed citizens.

POSITION OVERVIEW

The National Veterans Memorial and Museum seeks a forward-thinking and detail-oriented individual to provide coordination for membership solicitation and engagement. The Membership Program Coordinator (MRC) will respond to member requests and assessing membership needs. Reporting to the Senior Advancement Program Officer, this position requires excellent judgment, a strong work ethic, and exceptional customer service. Prompt responsiveness to queries and tasks along with the ability to analyze data through a CMS system will be crucial to this role. The position will execute all membership mailings in support of the Advancement staff and will build and service a robust and successful membership program. The MRC will work with colleagues across NVMM to coordinate cultivation and solicitation strategies for individual memberships; and design and execute appropriate solicitation materials, membership benefits, and recognition for these patrons.

As a cultural institution in its start-up phase the National Veterans Memorial and Museum is looking for a dynamic and collaborative team member who naturally strives for excellence and the desire to solicit new audiences through world class public programs. The position will collaborate with many Museum departments such as Operations, External Affairs, and Visitor Experience and will train staff to work successfully with visitors to enhance the visitor experience and to promote the value of membership.

Qualified candidates will have at least two years of specialized experience as an employee of a membership team, engaging in front-line customer service interaction, preferably at a museum or cultural institution. Candidates will also successfully demonstrate superior oral and written communication skills; excellent interpersonal skills; a willingness to work evenings and weekends; and the ability to use a donor database system to document and track member information. A Bachelor's degree is highly desired.

MAJOR DUTIES AND RESPONSIBILITIES

- Implement a marketing plan for the NVMM membership program to increase member participation in partnership with an external firm.

Membership and Recognition Coordinator

NATIONAL VETERANS MEMORIAL AND MUSEUM

- Responsible for updates and refreshing for all NVMM membership content both electronic and print
- Conduct a quarterly audit of membership content, communications, promotional gifts and member numbers and update member benefits, rates, etc. as needed.
- Update member and donor lists.
- Introduce new cost-efficient benefits to engage members of the NVMM membership and recognition programs.
- Coordinate the invitation and RSVPs for membership exclusive events.
- Manage membership and recognition societies to ensure that each donor receives proper recognition
- Assist in the process of donor-centric stewardship plan that values giving at every level.
- Monitor membership metrics towards goal.
- Maintain complete and accurate Advancement/Membership database and tracking systems of participation and contact information.
- Process acknowledgment letters and membership fulfillment/upgrade letters.
- Performs other duties as assigned.

Job Qualifications:

- Bachelor's degree required.
- Must possess strong organizational skills.
- Experience in non-profit environment or in membership support and management.
- Two years of experience in an outward-facing customer service role.
- Knowledge and understanding of marketing and media practices.
- Strong attention to details and accuracy.
- Excellent critical thinking skills, oral and written communication skills.
- Dependability and ability to work well with others and maintain professional manner using tact, initiative, good judgment and confidentiality.
- Deadline driven and ability to prioritize competing tasks, while maintain efficiency.
- Familiarity with Customer Management Systems; with Patron Manager/Salesforce preferred
- Advanced computer skills, and proficiency with Microsoft Suite.

Salary is commensurate with experience.

NVMM APPLICATION PROCESS

The National Veterans Memorial and Museum offers a competitive salary and a strong benefits package; Equal Opportunity Employer.

For consideration, please email resume, cover letter and salary history to jobs@nationalvmm.org. Be sure to include the title of the position, Senior Advancement Program Officer, in the subject of the

Membership and Recognition Coordinator

NATIONAL VETERANS MEMORIAL AND MUSEUM

email. No phone calls will be accepted. Only those candidates selected for an interview will be contacted.