

## **DEVELOPMENT ASSOCIATE**

Under the leadership of the Deputy Director, the Development Associate is responsible for contributing to the Museum's financial advancement through the day-to-day execution of the Timken's membership program, donor campaigns, and other aspects of fundraising. This role is central to fostering member retention and growth, from managing membership records to membership communications ensuring members know of programs and benefits, to spearheading membership events and renewals. Prospective member engagement includes interacting with the public in collaboration with Visitor Experience staff at the Museum.

The Development Associate is also essential to the annual giving campaigns with an emphasis on increasing revenues through individual donations, corporate sponsorships and donations, foundation and government grants, and special events. The Development Associate will participate in strategy sessions with Museum senior leadership to identify and cultivate prospective members and donors to support annual membership and revenue goals.

Under the supervision of the Visitor Experience Manager, the Development Associate will also work in the Visitor Experience role. Visitor Experience staff are responsible for fulfilling an array of job functions at the Museum's front desk in a friendly, positive manner, including welcoming and orienting visitors; crowd/access control and queue management; selling products, memberships, and event tickets; providing visitor information and wayfinding assistance; administering and orienting visitors to the Museum's mobile app tours; and providing customer service support by telephone.

General office operations and administrative support is carried out by the Development Associate who serves as the primary contact for the Timken's phone system and general email account, ensuring the highest experience for board members, members, visitors, volunteers, and colleagues.

### **Membership & Donor Engagement:**

- Overseas Donor Perfect database:
  - Membership - Adds new members, updates member profile information; enters actions and membership gifts; updates contact information; monthly renewals; archives old records.
  - Donors – Enters donor information and gift(s).
  - Prospects - Maintains prospective member and donor portfolio.
  - Reports - Establishes and maintains database queries and reports for analysis and reporting.
- Implements membership strategic plan including member acknowledgement and surveys, thank you letters for new members, issuing membership cards, membership fulfillment packages, sending renewal letters and membership updates, and preparing prospective membership packets.
- Ensures members are receiving the appropriate benefits such as discount information, Museum newsletters, incentives, and reciprocal membership information.

- Manages our membership communication tools, ensuring seamless integration and data consistency. Works closely with the Marketing team to develop promotional materials and maintain consistent messaging.
- Develops and implements evaluation tools to track membership trends and revenue and provides comprehensive reports.
- Manages all membership-related communications:
  - Addresses membership issues, answering questions, and providing information.
  - Serves as main point-of-contact for Operations staff for all inquiries and requests related to Membership. Provides guidance, training, and support to Visitor Experience staff regarding membership benefits and engagement, sales, and troubleshooting.
  - Ensure a rapid response to membership inquiries, providing exceptional service and feedback handling.
- Maintains expertise on all Museum information including education and outreach programs, exhibition schedules, event calendars, and more. Fosters commitment to and understanding of the Museums' mission and vision.
- Manages the museum's participation in the Reciprocal Organization of Associated Museums (ROAM).

### **Visitor Experience:**

- Complete daily visitor experience and installation set up and strikes including AV equipment and signage.
- Greet visitors, answer questions, and assist with backpack and water bottle collection.
- Greet school tours, liaison with volunteer docents and Education department regarding tours and programs.
- Monitor and assist visitors in the Museum Store and ring up sales.
- Organize, clean, and restock Museum Store as necessary.
- Liaison with guards regarding security issues.
- Maintain supply of promotional materials including flyers, membership brochures and lecture and trip postcards in the museum's public spaces.
- Screen telephone calls and respond promptly, refer inquiries to staff on incoming correspondence as appropriate.
- Facilitate security procedures for visitor sign in and identification.
- Provide timely communication with administrative office regarding tours, docents, donors and any security issues.
- Liaison between museum and administrative staff on issues related to visitor services, docents, Balboa Park information.
- Document visitor feedback, questions and suggestions.
- Reports any deficiencies of equipment or facilities to operations management.
- All other duties as assigned.

### **Special Events:**

- Assists with the planning and execution of donor events, including exhibition openings, evening lectures and receptions, field trips, and other activities. This includes managing RSVP's, preparation of the invitation lists for check in and Museum leadership, event registration and execution.
- Coordinates logistics for board and committee meetings including scheduling and preparation of meeting packets.
- Coordinates membership display at events and engages with attendees to ensure members better understand the Museum mission and engage prospective members to help achieve the Museum's annual membership engagement goals.

### **General Administration:**

- Maintain accurate donor records in Donor Perfect and manage all aspects of gift, grant, and pledge documentation managing the pledge tracking system, and assisting with timely acknowledgments and tax receipts.
- Collaborate with the Finance Department to ensure accurate and transparent financial processes including running monthly reports.
- Supports the ongoing analysis of member benefits and programs, while maintaining a working knowledge of the most current practices in the field. Assists in developing evaluation metrics and reports and supports the implementation of research-driven membership efforts. Offers insights for efficiency, improvements, and strategic planning for Membership and Development.
- Maintains inventory and distribution of membership collateral at both the admin office and Museum, including Timken letterhead, brochures, membership cards, and more. Works with Operations to facilitate membership gifts strategy and maintain gift inventory.
- Supports general office systems including computers, printers, WIFI and telephone systems, administration office general maintenance, and the ordering of associated supplies. Troubleshoots as necessary and works to resolve problems directly with vendors.
- Responds to external inquiries or complaints using appropriate resources to resolve issues and problems. Handles escalated customer service issues over the phone, via email, and onsite, as necessary. Contributes to the development of talking points and response plans as needed for upcoming events, exhibitions, and general museum operations.
- Maintains and updates reference manuals and training materials and assists in identifying ongoing opportunities for improvement and excellence.
- Fulfills community donation requests and managing membership benefits.

The requirements listed below are representative of the knowledge, skill, and our ability to perform the job successfully. Or reasonable accommodations may be able to be enabled individuals with disabilities to perform these essential duties of the job.

## **Minimum Qualifications:**

Education: Bachelor's Degree from an accredited college or university.

Work Experience: At least two years of experience in a membership/development role within a preferably in a museum, non-profit, or guest service environment is preferred.

## Skills and Abilities:

- Proven project management experience managing competing priorities with strong organizational and time management skills, handling multiple priorities in a diverse fast-paced environment.
- Proven accuracy and attention to detail.
- Excellent communication skills (both written and in-person), with the ability to engage effectively with a diverse range of stakeholders.
- Good interpersonal skills and high level of diplomacy to work well with members, donors, volunteers, and staff at all levels of an organization. Experience working with tasks of a highly confidential nature.
- Proven ability to resolve conflict and customer service situations.
- Proficient with standard office equipment, Microsoft Office programs, and Google Suite.
- Experience with Donor Perfect or similar donor database software application is preferred.
- Knowledge of membership/customer engagement principles, key performance indicators, and industry trends is preferred.
- Ability to work independently and as part of a team, with a strong capacity for self-direction.
- Strong interest in arts and culture. Knowledge of art preferred but not required.
- Must be able to work nights and weekends as required for membership events.
- Valid driver's license and must have own reliable transportation.

## **Physical Requirements:**

Physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Ability to work at a desk and computer for extended periods.
- May require frequent standing, walking, and the ability to lift up to 30 pounds.

**Compensation:** This is a full-time, hourly position with a compensation of \$20-29 an hour based on experience. Benefits package includes medical, dental and vision insurance, paid vacation, holiday, and sick time, and 401K investment program.

**Application Process:** Interested candidates may submit a cover letter and CV to Holly Martin-Bollard at [hmartin-bollard@timkenmuseum.org](mailto:hmartin-bollard@timkenmuseum.org)