

KALAMAZOO INSTITUTE OF ARTS

Job Posting

Membership and Database Associate

Kalamazoo Institute of Arts is a mission-driven, equal opportunity employer

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This year, the Kalamazoo Institute of Arts (KIA), a leading nonprofit art museum and school, will begin its Centennial celebration with various exhibitions, events, and programs to commemorate its 100th anniversary. Since 1924, the institute has offered art classes, exhibitions, lectures, events, activities and a permanent collection. The KIA's mission is to cultivate the creation and appreciation of the visual arts in West Michigan. We believe the visual arts are for everyone. They inspire, fulfill, and transform. We are looking for dynamic individuals to join our museum team and help reimagine the KIA at a pivotal time in the museum's history.

Under the direction of the Senior Advancement Officer/Interim Director of Advancement, the Membership and Database Associate will be responsible for the strategic growth of the KIA's membership program, strategizing with other departments to develop membership campaigns to increase engagement and achieve the Museum's overall centennial goals. Additionally, Associate will oversee the use of the Altru constituent database and plan, coordinate, and execute member-events and activities. Serves as a key partner and source of support for the Director of Advancement and Executive Director to develop appropriate strategies within the Advancement Department. The successful Membership and Database Associate must display a strong understanding of philanthropy.

This position is full-time based on a 40-hour work week. The base salary ranges from \$50k - \$65k, commensurate with experience. During organizational peak times, this position requires the ability to work occasional weekend and evening hours. In general, the needs for coverage of non-traditional hours are known in advance. The KIA offers compensation and a benefits package that includes medical, dental, life insurance, long-term and short-term disability, and retirement program with employer contribution, paid time off including annual vacation, sick and personal leave, 12 museum holidays, and discounts in the Museum's Gallery Shop.

Responsibilities:

- Achieve annual fundraising goals and manage the budget for the KIA's general membership program, including revenue goal setting and review of both expenses and income, to achieve fundraising targets and membership growth goals.

- Develop and implement key strategies to grow the membership base and revenue at all levels up to \$500 individually and up to \$5,000 in collaboration with Executive Director, Director of Advancement and Advancement Officer.
- Achieve a targeted retention rate and secure upgrades among renewing members by developing and nurturing contacts and networks within the community.
- Collaborate with the Director of Advancement, Advancement Officer and other department staff to identify, cultivate, solicit, and steward members and Annual Fund donors to solicit increased and/or additional gifts.
- Collaborate with the Director of Advancement, Advancement Officer, Marketing and other department staff to develop membership materials and communications for print, onsite, website and social media distribution, brochures, web content, and appeals, and work with the Marketing Department on the Sightlines magazine, social media, and member e-newsletters. Produce member and donor lists for the Quarterly magazine and Annual Report.
- Manage and administer membership processes and procedures, systems, and timelines for all general membership and annual fund appeal solicitation mailings and email communications, including new, renewals, upgrades, invitations, acknowledgments and general communications.
- Establish an overall strategy for and the annual calendar of general member events and programs in collaboration with members of the advancement team and other museum departments.
- Initiate and process all member solicitations, renewals, gift processing, membership donations for community events, coding, acknowledgements letters, matching gift applications, payments, reports, and deposits for the department including but not limited to sponsorship, event leadership, stock gifts, memorials/tributes, campaign, endowment, donor wall, annual fund, etc., and logging fulfillment into Altru.
- As an Altru database superuser for the Museum, maintain constituent records in Altru, including contact information, demographics, relationships, and smart fields; manage duplicates; general regular database clean-up. Assist and train Museum users as necessary to ensure integrity of data.
- Develop analytical reports to monitor the success of membership campaigns; develop and generate monthly and annual fund and membership reports and updates to monitor performance against goals.
- Attend all member exhibition opening receptions and fundraising events including Everyone's a Member Day, Upper Level members event, Directors Circle, and All Member events throughout the year. Assist where necessary.
- This list is not exhaustive and there are many opportunities to collaborate within the department, the Museum and perform other duties as assigned by Director of Advancement.

Job Qualifications:

- Minimum of three to five years related experience in areas of nonprofit, membership, development, sales or marketing
- Documented success growing a membership program or other revenue, giving or sales programs
- Proficiency with a donor management database, preferably Altru
- Demonstrated experience exercising judgement, confidentiality, and diplomacy with donors
- Enthusiastic and charismatic personality with high level of customer service and sales skills is expected
- Excellent verbal and written communication skills, eagle eye attention to detail with the ability to interact and integrate with a variety of people and develop positive relationships
- Experience working with mailing houses, the bulk mail unit as well as printer services
- Familiarity with computer software, including Google Suites and Microsoft
- Ability to work independently, handle a large volume of detailed work simultaneously, and use good judgment in prioritizing work
- Knowledge of American Sign Language and/or multilingual a plus

How to Apply: Follow the link below to be redirected to the application page:

<https://jobapply.page.link/8GL6J>

For full consideration, submit a letter of interest and resume. References will be requested of final candidates only for this opportunity.

Submission Deadline: Initial review of submissions will begin March 4, 2024. Application materials received by this date will be given priority consideration. This job listing will remain open until the first interview phase is complete or until a sufficient number of qualified candidates have been identified. NOTE: Incomplete application materials may not receive full consideration for the position.

Due to the volume of resumes we receive, we are regrettably unable to respond to phone calls and emails regarding the status of applications and the recruiting process.