

## **Coordinator of Membership & Donor Services**

### **St. Louis Kaplan Feldman Holocaust Museum, St. Louis, MO**

The St. Louis Kaplan Feldman Holocaust Museum seeks an experienced, motivated individual to lead membership, donor services, and database administration efforts for the Museum's core audience and development CRM. The much anticipated and newly expanded Museum is scheduled to open to the public in November 2022.

The Coordinator of Membership & Donor Services is primarily an administrative role, but will include some hands-on operational responsibilities, reporting to the Manager of Business Development. Primary responsibilities of this role include coordinating the membership program, administering the Museum's CRM system, processing donations and acknowledgements, and overseeing the Museum's retail store efforts. The Coordinator of Membership & Donor Services also serves as a resource assistant to other members on the Museum team.

### **Responsibilities**

*Membership:* Launch and maintain a successful membership program meeting organizational goals and revenue targets. Create processes to facilitate membership admission and benefits. Handle membership-related items within the ticketing system. Work with Marketing to develop membership sales strategy. Serve as the point of contact for Museum members. Work with Coordinator of Programs & Events to create and host recurring membership events. Track membership sales, gather feedback, and make adjustments as necessary. Drive membership renewal strategies. Process transactions and payments, including checks, credit cards, and electronic fund transfers for memberships and related charitable gifts.

*Development:* Provide administrative support for development efforts. Process donations and send tax deduction letters. Serve as the point of contact for the Museum's donations, tributes, and special campaigns. Provide grant writing support and tracking. Ensure systems set-up and monitor grant applications for the Rubin and Gloria Feldman Family Educational Institute. Support the fundraising process by monitoring communications and related tasks. Respond to email and phone inquiries from donors, visitors, volunteers, and other constituencies. Create monthly reports on outstanding pledges and payments. Coordinate mass mailings.

*Administrative:* Provide administrative support to the leadership team in all areas, including expense reports, mailings, meeting coordination, agendas, lunch orders, minutes, etc. Manage phone tree and company directory. Facilitate personnel/resource needs with IT and HR. Order business cards and office supplies.

*CRM System:* Serve as a software administrator for the Museum's CRM & fundraising system. Input donor/constituent data, pledges and tributes. Ensure data accuracy and review the customer list for duplicates. Maintain accurate membership records and input data into the ticketing and CRM systems including member information, address updates, contact report details, and customer service requests. Be proficient at using the various systems (CRM, venue management, ticketing, etc.), ensure working integrations, and troubleshoot and provide support as needed. Provide reports and generate mailings as required.

*Retail:* Lead product selection for the Museum's retail store/gift shop. Establish relationships with local product vendors and producers. Manage product inventory and place orders as necessary. Design asset protection protocols. Label items with price tags. Create product displays. Administrate retail point of sale functionality and train volunteers/staff as needed. Provide sales reports and make adjustments as needed.

*Daily Operations:* Answer incoming calls and voicemails. Sell tickets/memberships and take donations over the phone as needed. Serve as Manager on Duty for the Museum when required. Support a positive visitor experience by personally staffing volunteer positions as needed.

*Other Duties:* As assigned.

### **Qualifications**

- Bachelor's degree required.
- Minimum of two (2) years of work experience in a membership, development, administrative, retail role (or equivalent) at a museum, venue, cultural site, non-profit, or similar setting.
- Direct experience with CRM and/or fundraising software preferred.
- Valid driver's license required.

### **Job Knowledge, Skills, and Abilities**

- Demonstrated computer proficiency, including an excellent working knowledge of Microsoft Suite, point of sale system, and scheduling databases. Must be experienced with Excel and mail merge.
- Ability to work weekends regularly, holidays, and evenings as necessary.
- Ability to pass a background check.
- Ability to perform physical tasks (lift 30 lbs.) with physical mobility and ability to climb stairs.
- Must be outgoing, with exceptional customer service skills and the ability to work with a diverse public and workforce.
- Must be creative and collaborative, with analytical and problem-solving skills.
- Ability to work effectively as a member of a highly energized, creative team.
- Ability to establish and maintain positive, effective relationships with a wide variety of people.
- Be a self-starter, with the ability to prioritize continually shifting tasks; reliable and able to follow tasks through to completion and meet tight deadlines.
- Outstanding written communication, including the ability to write effectively for a variety of ages and backgrounds.
- Excellent verbal communication, with a proven ability to communicate effectively in front of large and small groups of people.

### **Compensation**

Compensation, including benefits, is competitive and commensurate with qualifications & experience. The salary range for this position is commensurate with experience.

### **Application Instructions**

Please submit the following materials to [hr@jfedstl.org](mailto:hr@jfedstl.org) with the subject line "*Coordinator of Membership & Donor Services.*"

- Cover letter
- Resume
- Three (3) professional references, who will not be contacted without the approval of the candidate. All inquiries and materials will be confidential. Applications will be acknowledged.