



Museum Vision and Mission:

MOHAI is treasured locally and respected nationally as a vibrant resource where history inspires us to build a better future. To serve our region, we bridge the past, present, and future by collecting, preserving, and sharing stories through compelling, innovative exhibits and community engagement.

Position Title: Membership & Annual Giving Manager

Reports to: Development Director

Location: MOHAI McQuaid Resource Center at Georgetown

Classification: Non-exempt; Full-time; Hourly

Schedule: Monday – Friday, with occasional evenings and weekends

Rate of Pay: \$28 – \$35 per hour

Benefits: Medical, dental, vision, and life insurance and participation in a 403(b) savings plan

Position Description:

The Membership & Annual Giving Manager is responsible for the acquisition, stewardship, and retention of MOHAI members, and for engaging members in ways that lead to securing and expanding the membership base. This position will successfully accomplish membership goals by working creatively and strategically with MOHAI leadership and staff, especially the Development Director and the Advancement, Visitor Services, Public Programs, and Education teams. The Membership & Annual Giving Manager is also responsible for the annual giving programs and expanding the annual fund donor base. This position supervises one employee and is a member of the Advancement team.

Key Responsibilities:

- Manage membership campaigns including new member acquisition, monthly renewal and lapsed renewal mailings, online membership processing, community outreach campaigns, and prospecting and cultivation mailings. Create and implement strategies to increase membership and retention.
- Oversee and create annual giving program, including annual appeals, direct solicitations, fundraising campaigns, and other annual giving programs, including GiveBIG and Giving Tuesday.
- Ensure that all interactions are culturally responsive, respectful, and based on a foundation of MOHAI's commitment to inclusion, diversity, equity, and accessibility.
- Supervise the Development & Membership Coordinator.
- With Development Director, create and execute strategies that strengthen relationships with current members and encourage members to become donors.
- Continue to develop and manage MOHAI's corporate membership program, fulfilling all benefits, issuing cards, and ensuring that proper credit is given in print materials and at the museum.
- Oversee the creation and administration of member premiums and benefits. Evaluate existing membership premiums for appeal to members and cost to organization. Conceptualize innovative ways of recognizing and engaging members.
- Work with Donor Events Manager to plan and coordinate member events, including member previews and annual member night.
- Develop, write, and manage membership appeals. Interact with the designer, printer, and mail house, collaborating with Advancement colleagues on design, content, and branding issues for all print pieces related to membership, appeals, and donor stewardship.
- Manage membership content on MOHAI website and download new memberships via website on a regular basis.
- Manage member acquisition with partnering organizations.
- Obtain prospect lists via trades with other organizations or purchased/rented lists. Update and add information on donors and prospects into the museum's Altru database daily.
- Provide exceptional customer service to current and prospective museum members. Handle member inquiries by phone, mail, and email.

- Ensure that all membership gifts are accurately acknowledged and benefits fulfilled in a timely manner, including membership cards, premiums, and newsletters.
- Prepare all acknowledgement letters to members. With Development & Membership Coordinator, mail membership packets and ensure all membership gifts are entered into database accurately and in a timely manner. Maintain member/donor files as needed.
- Analyze membership and donor data, and maintain accurate and up-to-date reports, records, filing, and information management.
- Collaborate with the Director of Visitor Services to implement membership cultivation and retention programs, including administering visitor surveys, admission membership sales, incentive programs, and special offers.
- Solicit local corporations by mail, email, phone and in-person contact.
- Willingness and ability to work some evenings and weekends as required.
- Opportunity to serve on IDEA (Inclusion, Diversity, Equity and Accessibility) Committees.
- Attendance at museum-sponsored events may be required.
- Other duties as assigned.

Qualifications:

- 3-5 years of successful membership development experience, preferably in a museum or nonprofit setting.
- Bachelor's degree and/or fundraising certification or any equivalent combination of experience and/or education from which comparable knowledge, skills, and abilities have been achieved.
- Exceptional interpersonal, written, and verbal communication skills.
- Strong analytical skills, accuracy, and attention to detail.
- Outstanding organizational skills and good judgment. Comfortable juggling multiple tasks/deadlines simultaneously. Skilled at trouble-shooting and problem-solving.
- Self-motivator who thinks strategically.
- Able to work successfully both independently and collaboratively in a team environment.
- Proficiency with CRM applications such as Altru or Raiser's Edge, plus MS Office software, Zoom, and project management software such as Wrike.
- Willingness and ability to travel between museum locations occasionally as required.
- Bilingual and multilingual skills valued.
- Enthusiasm for MOHAI's exhibits, programs, and mission.

Find yourself checking many of these boxes but doubting whether you should apply? If you meet some of the requirements and you share MOHAI's values and support our mission, we encourage you to apply. As part of our ongoing commitment to a diverse, equitable, and inclusive workplace, we're invested in building teams with a wide variety of backgrounds, identities, and experiences.

Museum Overview:

For 70 years, MOHAI has been dedicated to enriching lives by preserving, sharing, and teaching the diverse history of Seattle, the Puget Sound region, and the nation. With a collection of nearly 4 million artifacts, photographs, oral histories and archival items, and an expansive schedule of exhibits and programs, MOHAI is the region's premier history center. MOHAI operates a dramatic and award-winning museum in Seattle's vibrant South Lake Union neighborhood and a resource center in Seattle's Georgetown neighborhood. MOHAI also hosts the Bezos Center for Innovation, focusing on the history and future of innovation in the Puget Sound region. MOHAI is accredited by the American Alliance of Museums, is an affiliate of the Smithsonian Institution, and has been selected by *USA Today* as one of the Top Ten History Museums in the nation. For more information, please visit mohai.org.

To Apply:

Please e-mail letter of interest and resume to Human.Resources@mohai.org. *No phone calls, please.*

MOHAI is a 501(c)(3) organization and an Equal Opportunity Employer. We are committed to building a team and an organizational culture that fosters inclusion, diversity, equity, and accessibility. We encourage candidates of color to apply.