



## **Position Description: Membership Coordinator and Administrative Assistant**

(Position Status: part-time, hourly-18 hours/weekly, non-exempt)

**Reports to:** Business Manager

**Position Summary:** In keeping with Hickory Museum of Art's purpose, the Membership Coordinator and Administrative Assistant is an administrative whiz with an eye for detail and a desire to collaborate. Working with the Development Manager and the museum's leadership team, this person oversees implementation of the museum's relationship with its closest fans – participants in the museum's membership program. Love of data management, accountability, and effective communication are key skillsets, as the job will entail tracking of key institutional metrics as well attendance and details for events.

### **Membership:**

- Coordinate membership mailings, maintain renewal schedule, and track retention rates.
- Process gift and other acknowledgement letters to all donors, including members.
- Maintain the Museum's computerized membership records, using Abila software.
- Assist in reviewing and updating membership solicitation letters and renewal formats.
- Assist with membership and fundraising events with Guild, Board of Trustees, and other HMA volunteer groups to record and respond to donations.

### **Administrative:**

- Assist with bulk mailings.
- Coordinate and maintain key institutional metrics, including attendance records across the museum.
- Accept payments, including class registrations.
- Answer phones in courteous/friendly manner and responsibly give information.
- Assist Leadership Team and Development Manager as needed with administrative support.

### **Desired Qualifications:**

- Love of data, metrics, and databases.
- Desire to coordinate the details of projects and campaigns.
- Ability to effectively communicate in verbal and written form.
- Ability to problem solve, prioritize, and meet deadlines.
- Ability to work effectively as a team player as well as independently.
- Excellent interpersonal skills and self-motivation.
- College degree.

(Adopted May 1, 2017)