JOB TITLE: Manager of Membership, Benefactors
DEPARTMENT: Institutional Advancement
REPORTS TO: Director of Membership and Individual Giving

POSITION OVERVIEW

The Manager of Membership, Benefactors position, in consultation with the Director of Museum Membership & Individual Giving, is responsible for raising unrestricted annual contributions from Benefactors by creating an engagement strategy to retain and acquire new high-level members. Benefactors are a select group of Museum members who have committed to giving between $500 and $5,000 annually to support the mission of the 9/11 Memorial & Museum. She/He is expected to deliver on face-to-face fundraising; planning, developing, and executing on a series of programs, exclusive opportunities, and events that create a framework for supporters to engage on a deeper level with the Museum’s programing; and to network socially and professionally. The primary goal for the incumbent is to increase retention within the program and to work within a management strategy in which members and donors upgrade to the circle of Benefactors and increase their support and involvement.

ESSENTIAL FUNCTIONS

- Manages the portfolio of Benefactors: including stewardship, solicitation, servicing, retention, and tracking memberships
- In coordination with Special Events team, plans and executes calendar of events, including the Curator Insider Lecture & Lunch, the Visionary Dessert & Cordials, and the President’s Circle reception
- Coordinates with Institutional Advancement, Museum Programs, and Government & Community Affairs departments to identify other engagement activities
- Conducts tours of the Museum for members, Benefactors, and others to convey a great museum experience
- Develops communications materials and overall direction for marketing strategy for acquisition of new Benefactor members
- Develops ladder of engagement opportunities between the base membership program and within the Benefactor levels
- Develops a strategy to deepen Benefactors’ connection to the Memorial and provides exclusive and meaningful experiences, rich in educational content and social components
• Develops and implements strategies for identifying and cultivating donors to elevate to major, planned, and principal giving levels
• Within the Benefactor program, recruits, develops, and supports the volunteer leadership for the Visionary level of young professional members
• Maintains membership and donor records; ensures database is accurate
• Works closely with other departments to ensure an overall strategically coordinated approach to fundraising is evident
• Assists other Institutional Advancement efforts, including working events on- and offsite such as the Benefit Dinner, 5K Run/Walk, commemoration ceremony, and public programs
• Other duties as assigned

QUALIFICATIONS/SKILLS REQUIREMENT

• Bachelor’s degree
• Five plus years’ development and/or events experience required
• Diplomacy and attention to detail critical
• Excellent computer and database skills, preferably Raisers Edge
• Prior experience working in a membership environment is a plus
• Strong oral, interpersonal, written communication, and presentation skills required
• Proven ability to multitask, think proactively, creatively, and independently
• Ability to work in a team setting and a reliable team player with a positive attitude and outgoing personality, capable of successfully adapting to new challenges is strongly preferred
• Proven knowledge of understanding New York philanthropic community
• Able to be flexible and work nights/weekends/holidays
• Appreciation of the mission of the 9/11 Memorial & Museum
• Professional appearance required

HOW TO APPLY:

• Include title of position in the email subject field
• Please state the job board or website where posting was seen
• Send cover letter and resume to 911mmiajobs@911memorial.org