



Membership and Database Manager

Position Description:

Laguna Art Museum seeks an experienced team member passionate about building positive constituent relationships and fostering a culture of philanthropic giving. As part of the development team, the membership and database manager will tailor rewarding experiences for the museum's 600 household members, develop strategies for growth of the museum's membership program, and serve as the point of contact for all membership needs. Additionally, this key team member oversees the use of the Altru constituent database by ensuring all donations, tickets, memberships, fundraising campaigns, and grants are correctly processed and documented. The membership and database manager collaborates with leadership, finance, events, marketing, and visitor services staff and the development team to track and report data that can be used in strategic growth of the museum.

This is a full-time exempt position which requires regular in-person interactions with the museum's members.

Duties and Responsibilities:

- Serves and grows the museum membership by offering members-only opportunities and developing membership campaigns that will increase engagement
- Ensures all web, social, and print media is accurate and current
- Creates a strategy for membership retainment and renewal processes
- Participates in museum in-house and special events
- Directs all aspects of Altru database administration and user training
- Creates and implements museum-wide processes for accurate constituent and program data collection and campaign progress tracking
- Generates customized reports to support membership, events, ticket sales, and fundraising
- Processes memberships, gifts, and pledges, and produces acknowledgement letters for contributors
- Manages digital membership Museum Anywhere program ensuring data is appropriately synched with Altru data and museum membership program benefits
- Assists with weekly, monthly, and annual reconciliation of development and finance numbers related to contributed income
- As needed consults with IT on security measures to safeguard sensitive data
- Collaborates with staff to guide museum strategically towards financial and cultural success!

Preferred Education and Experience Requirements:

- A minimum of 3 years of directly related experience in a membership / fundraising environment
- A minimum of 3 years of directly related systems management experience required (experience with Altru / Museum Anywhere strongly preferred)



Knowledge, Skills, and Qualities:

This position is filled by a team-based, detail-oriented, and customer (member) service driven applicant. Knowledge of Microsoft Word and Excel, and constituent database experience a must. Knowledge of Quickbooks accounting practices and fundraising best practices are preferred skills. Incumbent must be a technically minded person who can gather and produce data. This position requires comfort and effectiveness in translating between people needs and database output. To succeed the membership and database manager must employ an advanced ability to prioritize tasks, schedules, and objectives.

Schedule and Working Conditions:

Full-time employees are generally scheduled Monday – Friday for 32-40 hours of work per week, Wednesday employees may choose to work from home. Staff works in general office conditions. The position requires a significant amount of computer and office work with required evening and weekend hours consistent with the schedule of events.

Additional Requirements:

Employment is contingent upon a satisfactory background and reference check, which will include criminal reports as well as verifications of employment records. The membership and database and manager must be legally authorized to work in the United States.

Please send cover sheet and resume to svitale@lagunaartmuseum.org.