

MEMBERSHIP MANAGER

Hancock Shaker Village's Membership Manager oversees and manages our comprehensive membership program -- including the cultivation of new members, ongoing member engagement, and our patron program for our most generous supporters.

Hancock Shaker Village (HSV) seeks to deliver an inviting and enriching experience to all of our visitors – and we are eager to provide incentives for our guests to join as members so that they can take full advantage of the multi-lateral programming we offer throughout the season. Indeed, our members represent a core constituency that provide both vibrancy and crucial financial support to HSV.

Reporting to the Director of Development, the Membership Manager is a key member of a small, vibrant team and works collaboratively on driving fundraising and institutional initiatives in support of HSV's overall objectives. They are responsible for driving a comprehensive membership program that includes attracting and retaining members, engaging with them on an ongoing basis, and soliciting their support for our Annual Fund. As an essential player on the Development team, the Membership Manager serves as a front-line person for all questions regarding development and membership initiatives, metrics, reporting, and program implementation.

The position is responsible for implementing initiatives that support and drive participation in the Shaker Society, our new patron giving program, as well as our broad-based membership program that annually engages and raises support from individuals. The position will be responsible for developing and implementing multi-year growth plans for these membership programs in collaboration with the Director of Development. The successful candidate will be expected to participate in all other Development department functions as needed, including, but not limited to, special event and program planning and the annual summer gala.

Key Responsibilities

- Work as an active part of a team that annually raises \$1M+ in contributed income for operations through individuals, foundations, businesses and government funding.
- Develop, implement and manage a plan of action for cultivating and soliciting annual memberships and contributions from current and prospective donors.
- Work alongside the Manager of Development Operations to complete the Development department's day-to-day operations, including sending acknowledgements, stewarding donors, managing donor cultivation, and budgeting.

Shaker Society

- Devise and implement a plan to support the patron program, including cultivation events and donor stewardship
- Conduct prospect research and plan strategies for growth of the Shaker Society program
- Manage and deliver on Shaker Society benefits and oversee associated events
- Conduct continued donor stewardship with Shaker Society patrons and act as the main point of contact

Membership Program Responsibilities

- Develop multi-year plan for growth of individual membership program to achieve associated financial goals
- Design, develop and implement programming, stewardship opportunities and other donor and member benefit delivery for members
- Plan and implement active solicitation strategy for membership (through mail and digital channels) including writing and related tasks
- Write membership communications, such as emails and solicitation / acknowledgement letters
- Manage expense budget for membership programs
- Serve as primary point of contact for members
- Monitor efficacy and efficiency of membership procedures and suggest improvements
- Collaborate with Manager of Development Operations and Museum's Visitor Services team to ensure all team members can promote membership programs and have well-informed communication with members
- Evaluate and make strategic improvements to in-person member experience onsite and participate in planning related to membership's role at the Village
- Lead the creation and execution of membership events and receptions, including but not limited to exhibition openings and preview days

Other Responsibilities

- With direction from Director of Development participate in fundraising events, from summer gala to member activities

Qualifications

A dynamic colleague who thinks, writes and acts strategically and successfully to fund programs, initiatives, and communications that advance the Hancock Shaker Village mission and institutional values. The ideal candidate has membership program experience and has the ability to initiate and enjoy direct communication with donors, prospects, members and colleagues. The successful candidate will have a passion for the arts, design, history and/or the Shakers; enjoy being a member of a close-knit team; and thrive in a nimble, fast-paced environment.

Additionally:

- Excellent verbal, writing, and time management skills; comfortable working on multiple projects and meeting new challenges with keen attention to details
- Bachelor's degree and 3-5 years' experience in development within an arts and cultural organization, with demonstrated fundraising success, or equivalent combination of relevant skills and experience preferred
- Experience with donor database software as well as MS Suite
- Experience in simple data analytics and reporting
- Familiarity with best practices related to membership and sponsorship programs
- Excellent customer service skills
- Ability to work flexible schedule as needed and attend / lead events and programs
- Ability to maintain confidentiality

- Enthusiasm for a fast-paced and evolving environment

The position offers a competitive benefits program that includes health and life insurance, retirement plans and more.

Please send resume to lpizani@hancockshakervillage.org

Hancock Shaker Village is an equal opportunity employer and considers all candidates for employment regardless of race, color, sex, age, national origin, creed, disability, marital status, sexual orientation or political affiliation.