

BUFFALO SOCIETY OF NATURAL SCIENCES POSITION DESCRIPTION

Membership Coordinator

Inspiring Curiosity through Exploration

Valuing Nature's Wisdom

Department: Development

Position Title: Membership Coordinator

Reports to: Chief Development Officer

Status: Full Time/Non-Exempt

Overview: At the Buffalo Society of Natural Sciences, we believe that science creates opportunities and shapes our world. We take pride in providing an environment that inspires curiosity, self-directed learning, and fun for our guests of all ages. We know that when you mix GREAT SERVICE with GREAT PEOPLE, the result is LASTING MEMORIES for our guests.

Summary of Position:

The Membership Coordinator plays a crucial role in providing high quality support to the membership and fundraising programs at the Buffalo Museum of Science and Tiff Nature Preserve. This position requires a combination of outstanding interpersonal and customer service skills and high attention to detail. The Membership Coordinator oversees the Society's membership program, fulfills all membership inquiries and purchases, tracks and maintains member and donor information in the Society's database, and assists with other development initiatives.

Responsibilities include:

- Establish procedures to renew and upgrade current members, while also creating robust opportunities to recruit new members to the organization.
- Set budget goals, track results, and forecast monthly revenue and member acquisition.
- Create membership communications such as welcome letters, renewal reminders, and newsletters; use Altru database to pull accurate queries for mailing and distribution lists.
- Identify and implement memorable stewardship activities for members.
- Collaborate with department colleagues to develop action plans that migrate high-affinity members with giving capacity to become donors.
- Provide excellent customer service, anticipating and exceeding the needs of members, donors and prospective donors, as well as all other internal and external customers.
- Respond to all donor and membership inquiries in a timely manner.
- Ensure accurate tracking and reporting of membership programs.
- Train admissions staff and phone representatives on proper data entry into Altru.
- Mine data for trends, promotional, sales, and member acquisition opportunities.
- Provide assistance in creating and pulling development, programming, and membership queries from Altru database to support marketing and development efforts, as needed.

- Provide high quality administrative support to development volunteers, including the Development Committee of the Board.
- Work with Volunteer Coordinator to manage and fulfill membership requests from active volunteers.
- Manage and fulfill requests for donated guest passes and memberships.
- Sell memberships at BMS and Tift Nature Preserve on high traffic days, including weekends, as necessary.
- Represent the Society at both on and off-site events to support promotional and development efforts.
- Serve as primary backup to the Lead Phone Representative in answering or triaging incoming inquiries for the Society.
- Other duties as assigned or required.

Education, Experience, Skills, and Qualities Required:

Education/Experience

- Bachelor's degree or equivalent professional experience
- At least two years of experience in professional office setting and experience in development, membership, or a related field preferred
- Proficiency in Microsoft Office. Proficiency in CRM databases preferred; familiarity with Blackbaud products, specifically Altru, a plus
- Excellent attention to detail and strong interpersonal, oral, and written communication skills to work collaboratively and professionally with guests and with internal colleagues
- Familiarity with museums and/or nonprofits helpful

Additional Skills/Requirements

- Appreciation for science, education, and the natural environment
- Desire to work in a fast-paced, donor-centered development program, to enjoy work and colleagues, and to produce products and experiences of the highest quality
- Ability to motivate and excite others
- Strong sense of accountability; demonstrated commitment to meeting deadlines, deliverables, and financial goals
- Availability to work evenings and weekends, as necessary
- Strong sense of professional discretion

Physical Demands:

- Sitting for long periods of time at a work desk/computer on a daily basis
- Regular attendance is an essential function of the job
- This position requires in-office work and will not be eligible for a remote working arrangement
- Flexibility to work a varied schedule –evenings and occasional weekends necessary

- Position will require periodic evening and weekend work

Acknowledgement:

The Society's culture is one of collaboration, collegiality, and teamwork. The Membership Coordinator must have a desire to work in a mission-first and audience-centered culture following the Society's core values of service, curiosity, collaboration, integrity, and inclusivity. The Membership Coordinator must intend to produce products and experiences of exceptionally high quality and to enjoy work and colleagues.

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents in this position. This job description is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and work conditions of employees assigned to this job. Management has sole discretion to add or modify the duties of this position and designate other functions as essential at any point in time.

The salary for this position is \$40,000 along with a competitive benefits package.

Please send cover letter and resume to Resumes@GoldhawkHR.com.

Equal Opportunity Employer

At the Buffalo Society of Natural Sciences, we believe that to achieve the greatest potential in opportunity, innovation, and discovery, as well as to reach the highest level of effectiveness and well-informed decision making, diversity of experience and viewpoints is paramount. Further, as a mission-first organization that seeks to be a welcoming and welcomed resource for all in our community, the Society strives to reflect the great diversity of those living in western New York. We encourage applications from individuals of all backgrounds and life experience. The Buffalo Society of Natural Sciences is an Equal Opportunity Employer and does not discriminate based on race, color, religion, sex, national origin, age, disability, or genetic information.