



JOB POSTING

Position Title: Membership and Database Coordinator

Department/Division: Advancement

Status: Full-time, non-exempt

Reports to: Director of Development

Overview:

The Buffalo Society of Natural Sciences, which comprises the Buffalo Museum of Science and Tifft Nature Preserve, is a highly valued and historic organization in the Buffalo community dedicated to inspiring joyful exploration of science and nature through engaging experiences, unique resources, and exceptional staff. 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.

Summary of Position:

The Membership and Database Coordinator supports membership and fundraising programs at the Buffalo Museum of Science and Tifft Nature Preserve. This position oversees the Society's membership program and assists with database management of the Society's CRM system (Altru). This position requires a combination of outstanding interpersonal and customer service skills and high attention to detail.

Essential Responsibilities:

Membership

- Establish procedures to renew and upgrade current members, while also creating robust opportunities to recruit new members to the organization
- Track membership revenue, establish budget goals, and forecast monthly membership income
- Create membership communications such as welcome letters, renewal reminders, and newsletters
- 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 timely, high-quality customer service by responding promptly to member and donor inquiries and anticipating the needs of members, donors, and prospects
- Analyze data and collaborate with other departments to identify trends, promotions, sales, and member acquisition opportunities
- Manage and fulfill requests for donated guest passes and memberships, including fulfilling membership requests from active volunteers

Database

- Process membership and donation transactions from start to finish, including data entry, payment processing, check batching, and acknowledgement letters
- Routinely review data in the system for accuracy, manage duplicates, updating constituent records, and make NCOA updates
- Develop and maintain data entry procedures, documentation, and training materials to promote database best practices and consistency

- Train admissions staff and phone representatives on accurate data entry into Altru
- Partner with internal stakeholders to generate reports, identify data gaps, and look for opportunities for standardization across the organization

Other

- Assist with other department tasks as needed, such as meeting prep, event support, Development Committee support, and other department projects
- Represent the Society at both on and off-site events to support department efforts
- Serve as backup phone representative in answering or triaging incoming inquiries for the Society
- Other duties as assigned or required.

Education, Experience, Skills, and Qualities Required:

- 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
- Knowledge of customer relationship management database (Blackbaud/Altru experience 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
- 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
- Position will require periodic evening and weekend work

To Apply:

The base rate for this role is \$22 per hour (37.5 hours per week), with additional consideration given for relevant experience and qualifications. Interested candidates should send cover letter and resume to Carolyn Hajek at chajek@sciencebuff.org.

Equal Opportunity Employer:

The Buffalo Society of Natural Sciences is an equal opportunity employer, and strongly encourages expressions of interest from people of color, individuals living with disabilities, women, and the LGBTQ+ community. All qualified applicants will be afforded equal employment opportunities without discrimination because of race, color, creed, religion, sex, age, national origin, citizenship, sexual orientation, marital status, or any other classification protected by federal, state, or local law.

Benefits:

Full-time employees enjoy a generous benefits package, including accrual of 14 paid time off (PTO) days for those with under two years of service, 8 paid holidays, and 5 additional floating holidays. The Buffalo Society of Natural Sciences is also pleased to offer life insurance, employer-supported health care insurance, vision and dental coverage, and a 401(k) plan with a matching contribution. Additional perks include a free museum membership and a 50% discount on programs.