Position Title: Membership Associate
Department: Advancement and Communications
Location: Santa Fe, NM
Pay Range: $19.25/Hour
Hours: Full-Time, Non-Exempt

Position Summary

The Georgia O'Keeffe Museum in Santa Fe, NM is seeking a Membership Associate. The Membership Associate is a key member of the Advancement and Communications department. Under the direction of the Head of Marketing and Membership, this position assists with all areas of membership acquisition and stewardship, including renewals, member calls, and processing of memberships and the distribution of benefits.

*COVID-19 considerations:
All visitors and employees are required to wear a mask at all times and maintain social distancing. All staff complete COVID safe practices training through NM Safe Certified. Common surfaces are sanitized regularly, and cleaning measures are in place to prevent the spread of the virus. Curbside pickup is available for retail purchases. Masks and PPE are provided to all staff.

Responsibilities include but not limited to

- Executes essential aspects of the membership program including renewals, acquisitions, invitations, and other member communications (print and digital)
- Works with Head of Marketing and Membership to develop acquisition, renewal, and upgrade strategies
- Serves as the primary point of contact for members, including answering calls and emails
- Communicates membership information in person or via electronic, telephone, mail, or written correspondence to members and prospective members
- Maintains membership mailing and event calendar, tracks RSVPs for member events
- Assists with training staff for onsite membership sales
- Assists with membership revenue reporting
- Serves as backup for gift entry in Raiser’s Edge database
- Queries and exports lists from Raiser’s Edge database
- Updates donor records and ensures record accuracy
- Completes general membership fulfillment, including cards, receipts, and other benefits on a daily basis
- Maintains adequate inventory of membership collateral
- Assists and coordinates with member events
- Coordinates appeals to the Annual Fund
- Completes prospect and donor research on an as needed basis
Special Projects or Additional Duties:
- Complete special projects or additional duties as assigned, and consistent with the skills, training, level of responsibility and other requirements for this position

Background and Qualifications
- A bachelor’s degree in Liberal Arts, Communications, Writing, or relevant field required
- 2 years’ experience in Non-profit or Museum related role preferred

Skills and Abilities
- Ability to work creatively and collaboratively in a team-based environment
- Excellent written and oral communications, strong editing skills
- Highly organized and works independently and in a team-based environment
- Strong customer service skills
- Ability to perform multiple tasks simultaneously
- Excellent written and verbal communication skills
- Experience in computer and data management

Benefits
This position is eligible for our full benefits package including medical, dental, vision, Life Insurance and Short/Long Term disability, 403b retirement plan with employer match, museum membership, retail store discount, Employee Assistance Program, PTO, Paid Holidays and much more!

To be considered, please send your resume and cover letter to: Jobs@okeeffemuseum.org

The Georgia O’Keeffe Museum is an equal-opportunity employer and considers all candidates for employment based on such factors as knowledge, education, skill, experience, the ability to perform required activities and availability, and without regard to race, religion, color, sex, sexual orientation, age, ancestry, citizenship, national origin, disability or any other legally protected status.