

## **The Menil Collection Employment Opportunity**

**Title:** *Manager of Membership and Visitor Services*

**Department:** Advancement

**Reports to:** Director of Individual Giving

**Status:** Full-time; exempt from overtime

**Work location:** Onsite

### **General Responsibilities**

The Manager of Membership and Visitor Services reports to the Director of Individual Giving and has two distinct focuses: development of the general membership program and oversight of the museum's visitor services staff.

The Manager of Membership and Visitor Services stewards, promotes, and grows the museum's three general membership levels and plans, implements, and manages two membership acquisition appeals per year through direct mail, email, and website initiatives. The position is also responsible for the conception, execution, and oversight of innovative and exclusive member-only events.

### **Specific Duties**

1. Achieve annual fundraising goals and manage the budget for the Menil's general membership program, including revenue goal setting and review of both expenses and income, to achieve fundraising targets and membership growth goals.
2. Develop and implement key strategies to grow the membership base and revenue at the entry-level (\$150) up to \$1,500; achieve a targeted retention rate and secure upgrades among renewing members.
3. Supervise visitor services assistants; train and motivate front-line museum staff to promote and sell memberships.
4. Regularly communicate museum logistics (gallery openings and closings, etc.) to ensure visitor services assistants are knowledgeable and are effective ambassadors at the Menil's reception desks. Oversee replenishment of visitor services materials and supplies.
4. Manage and administer processes, systems, and timelines for all general membership and annual fund appeal solicitation mailings and email communications, including acquisitions, renewals, upgrades, invitations, and general communications.
5. Engage members and donors in person and over the phone through stewardship and solicitation. Work with development staff to identify, cultivate, solicit, and steward members and Annual Fund donors to solicit increased and/or additional gifts.
6. Establish an overall strategy for and the annual calendar of general member events and programs in collaboration with members of the advancement team and other museum departments.
7. Work with the development services team to ensure that membership cards and acknowledgment letters are sent promptly and consistently.

8. Draft all membership materials and communications for print, onsite, and online distribution, including thank you letters, renewals, brochures, web content, and appeals, and work with the Marketing and Communications Department on the biannual member magazine, social media, and monthly member e-newsletters.
9. Create and implement direct mail and electronic package appeals for membership acquisition and upgrades and annual fund appeals as needed.
10. Work with the development services team to develop analytical reports to monitor the success of membership and acquisition campaigns; develop and generate monthly and yearly fund and membership reports and updates to monitor performance against goals.
11. Monitor and track all buildings' onsite membership sales, donations, and visitor attendance.
12. Attend all membership events and programs; actively participate in development and special events as needed.
13. Manage other projects as assigned by the Director of Development.

### **Qualifications**

1. Bachelor's degree and membership experience in a museum environment.
2. Superior interpersonal communication skills with the ability to work individually and in a collaborative team environment.
3. Effective writing and presentation skills.
4. Experience interacting with the public to promote an organization. Experience working directly with members, donors, and visitors.
5. Skilled and experienced in tactfully addressing challenging customer service issues through in-person communications and follow-through to resolve problems.
6. Excellent computer skills, including Outlook and the Microsoft Office Suite.
7. Experience using Raiser's Edge is preferred.
8. Must be organized and able to manage multiple projects within tight time constraints.
9. Must be able to analyze data to form reasonable conclusions and demonstrate findings to others.

### **Benefits**

The position comes with a comprehensive benefits package that includes paid vacation and sick time, medical and dental insurance, life insurance, AD&D, and LTD coverage. Employees may also participate in the Menil's 401(k) plan and receive an employer contribution equivalent to 5% of wages earned after one year of full-time employment.

### **How to Apply**

For immediate consideration, please email your resume and cover letter to [hr@menil.org](mailto:hr@menil.org)  
You also have the option of forwarding your application materials via postal mail to:

Human Resources Department  
The Menil Collection  
1511 Branard Street  
Houston, Texas 77006

The Menil Collection is an Equal Opportunity Employer and seeks diversity in its workforce. The Menil is committed to attracting, retaining, developing, and promoting the most qualified

employees without regard to race, color, religion, sex, age, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity, or expression, or any other characteristic protected by federal, state, or local laws.