



## **Bucks County Historical Society**

# **Immediate Opening: Full-Time Membership and Development Manager**

### Organizational Background

Located in Doylestown, in the heart of Bucks County, PA, the Mercer Museum & Fonthill Castle, operated by the Bucks County Historical Society (BCHS), are two historic concrete castles that celebrate the life and legacy of Henry Chapman Mercer (1856-1930), American archaeologist, anthropologist, ceramicist and scholar.

The Mercer Museum, one of Bucks County's premier cultural attractions and a Smithsonian affiliate, features both local and national seasonal exhibits as well as a collection of over 50,000 pre-Industrial tools. This permanent collection offers visitors a unique window into pre-Industrial America and is one of the world's most comprehensive portraits of American material culture.

Fonthill Castle was home to Henry Chapman Mercer and served as a showplace for his collection of tiles and prints. Fonthill Castle features Mercer's renowned, handcrafted ceramic tiles designed at the height of the Arts and Crafts movement.

It is the mission of the Bucks County Historical Society to educate and engage its many audiences in appreciating the past and to help people find stories and meanings relevant to their lives—both today and in the future.

### Description

The Membership and Development Manager is responsible for all activities related to the growth and management of Mercer Museum's membership program as well as for development operations and database management of the Bucks County Historical Society, which operates the Mercer Museum and Library & Fonthill Castle.

### Overview of Duties

In this role, the Manager manages and maintains the confidential donor database, cultivates and stewards relationships with the Museum's membership base, develops and implements retention and growth strategies to expand membership and enhance the membership experience, and serves as an important representative of the Museum and its mission to educate and engage its many audiences in appreciating the past and to help people find stories and meanings relevant to their lives – both today and in the future.

## Key Areas of Responsibility

- **Database Management**
  - Manage and maintain the donor database. Continually update and correct database records. Support others in the use of Altru software.
  - Coordinate database updates and keep current on advances in database management software.
  - Process all charitable contributions and prepare acknowledgement letters, membership cards, and other correspondence in a timely manner.
  - Establish and maintain agreed upon gift entry procedures and coding standards.
  - Create and analyze reports and queries from Altru.
  - Manage all mailing and invitation lists. Coordinate mailings of invitations, appeals, newsletters, submissions, etc.
  - Manage and process matching gifts.
  - Coordinate with business office to ensure development financial information is up to date and accurate. Assist in the monthly reconciliation of donor database and financial system.
- **Museum Membership**
  - Serve as central point of contact for members; respond to general inquiries.
  - Develop and implement growth and retention strategies for all members.
  - Produce all communications with members including, but not limited to member renewal notices, new member packets, and membership cards.
  - Regularly communicate with members at all levels to establish and maintain strong community relationships.
  - Collaborate with the Vice President of Development to develop, track, and report on expected membership revenue and membership numbers.
  - Develop and manage annual and event-specific member benefits at all levels.
  - Collaborate across departments to develop opportunities for member participation.
  - Develop and maintain annual budget for membership program.
  - Collaborate with marketing team on membership marketing plan.
- **General Duties**
  - Manage the coordination of Development Department volunteers and prepare committee materials as needed.
  - Attend events as assigned. Assist with event materials, preparation, set up, clean up, and other duties as assigned for events.
  - Participate in cross-functional and interdepartmental work teams as assigned.

## Qualifications

- Strong interpersonal communication skills with both internal and external partners
- Creative problem solving skills
- Resourcefulness, adaptability, and emotionally mature with good judgment

- Solid marketing and communications skills
- Strong organization and analytical skills and attention to detail
- Understanding of budgeting and expense tracking
- Accuracy, accountability, and ability to maintain donor and member confidentiality
- Excellent professional writing and proofreading skills

#### Required Education or Experience

- Bachelor's Degree or equivalent work experience
- 3-5 years work experience in non-profit membership or another relevant field; museum membership experience preferred
- Demonstrated experience managing a successful membership program
- Demonstrated experience stewarding relationships
- Experience with Customer Relationship Management (CRM) databases; experience using Altru or Raiser's Edge preferred
- Proficiency in Microsoft Office Suite, including Word, Excel, and PowerPoint

**All interested candidates should send a cover letter, résumé, and three references as a single PDF to [careers@mercermuseum.org](mailto:careers@mercermuseum.org), ATTN: VP of Development Salary commensurate with experience in \$50,000-\$55,000 range.**

The Bucks County Historical Society provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, 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.