



Immediate Opening – Full-Time:

Member & Donor Services Manager



Organizational Background

Located in Doylestown, 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 core museum 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.

Description

The **Member & Donor Services Manager** is primarily responsible for activities related to the stewardship, growth and daily oversight of the Bucks County Historical Society's household and business membership program, as well as for administrative database support for the organization's fundraising and development operations.

The Member & Donor Services Manager 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.*

General Overview of Duties and Responsibilities

In this role, the Member & Donor Services Manager cultivates, stewards and supports the organization's membership base, recommends, develops and implements retention and growth strategies to expand membership and enhance the membership experience, and helps to maintain the organization's confidential donor database.

The Member & Donor Services Manager works with internal colleagues as well as external volunteer committee stakeholders to ensure smooth and seamless operations of the membership department, as well as contribute to the success of the organization overall.

The Member & Donor Services Manager serves as a liaison for the Rainmakers Business Member Committee, a volunteer committee that supports the organization's efforts through business and corporate membership.

Key Areas of Responsibility:

- **Membership Management – Household & Business Members**
 - Serve as central point of contact for members and respond to member inquiries.
 - Develop and implement growth and retention strategies for all members.
 - Manage member communications including renewal notices, new member packets, and membership cards.
 - Collaborate with colleagues to develop, track, and report on expected membership revenue and membership numbers, and meet goals for annual budget for membership program.
 - Regularly communicate with members at all levels to establish and maintain strong community relationships.
 - Collaborate across departments to develop opportunities for member participation and special experiences.
 - Support marketing team on membership marketing needs.

- **Database Management**
 - Utilize the organization's database *Altru*, update and correct database records, and support others in its use as needed.
 - Process charitable contributions in *Altru* 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.
 - Manage mailing and invitation lists, and coordinate mailings of invitations, appeals, newsletters, submissions.
 - Manage and process matching gifts.
 - Coordinate database updates and keep current on advances in database management software.
 - 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.
- **General Duties**
 - Manage the coordination of the department's volunteers and prepare committee materials and minutes, as needed.
 - Attend special events and programs 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.
 - Other duties as assigned.

Qualifications

- Goal and deadline-driven, with strong organizational and analytical skills
- Accuracy, accountability, and ability to maintain donor confidentiality at all times
- Positive, enthusiastic self-starter with strong eye for details
- Strong interpersonal communication skills with both internal and external partners
- Understanding of budgeting and expense tracking
- Flexibility, kindness, sense of humor and genuine willingness to learn are essential
- Enjoy working in a public-facing position, and possess diplomatic interpersonal skills
- Customer Relationship Management (CRM) fundraising database experience such as *Altru* or *Raiser's Edge* a plus
- Solid proficiency in Microsoft Office Suite, including Word, Excel, and PowerPoint
- Ability to work select weekends and evenings to support special events as required

Education or Experience

- Minimum of 3-4 years of proven experience in non-profit membership or other relevant field; museum membership experience preferred
- Bachelor's degree OR an equivalent combination of education and professional experience
- Aptitude with database management with an eye for details and accuracy
- Demonstrated experience managing a successful membership program
- Previous experience working in travel/tourism/cultural heritage sector a plus
- Experience and passion for museums a plus

All interested candidates should send a cover letter and résumé as a single PDF attachment to careers@mercermuseum.org, ATTN: Member & Donor Services Manager.

Salary is \$48-\$52K, commensurate with experience. Position is for an immediate opening and will remain open until filled.

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.