



## **Development and Membership Coordinator**

<b>Position Title:</b>	Development & Membership Coordinator
<b>Position Type:</b>	Full time salaried office-based position
<b>Reports to:</b>	Director of Development
<b>Direct Reports:</b>	N/A
<b>Rate of Pay:</b>	50K minimum

### **About NPHM**

The National Public Housing Museum (NPHM) is the first cultural institution in the United States dedicated to interpreting the American experience in public housing. The museum's mission is to preserve, promote, and propel the right of everyone to a place to call home. Our partnerships and programs amplify the voices, experiences, and stories of public housing residents. We believe that storytelling can be a catalyst for innovative public policy solutions that are responsive to people's needs and lived experiences.

### **Position Description:**

The Development and Membership Coordinator is responsible for administrative support to the development team and is integral to the overall success and smooth operations of fundraising and membership activities at the National Public Housing Museum.

The role includes general administrative support for development and membership at our growing museum, such as donor tracking and gift processing, acknowledgments, membership fulfillment, and stewardship.

Additionally, this position is responsible for data maintenance and reporting, ensuring the integrity of data stored in the museum's CRM database that will be migrating from Little Green Light to Altru this spring.

This position supports all aspects of the individual giving program, including the annual fund, capital campaign, donor events, and the new membership program.

The Coordinator is a creative, solutions-oriented person committed to the social justice mission of the museum and working inclusively with diverse communities and stakeholders. They are a strong communicator and demonstrate keen attention to detail.

They report to the Director of Development and are a member of a growing team.

### **Essential Duties:**

#### **Gift processing and database management (30%)**

- Maintain Blackbaud/Altru donor and member CRM database, including documenting protocols and processes. Implement efficient systems for data entry, perform data updates, and maintain data integrity for giving and membership programs.
- Efficiently and accurately process all donations and memberships with appropriate program and contribution codes, including matching gifts and soft credits. Run batch reports and provide documentation for reconciliation of contributions.
- Process in-kind gifts in Blackbaud/Altru CRM system, including acknowledgments.
- Assist with the creation of development queries, monthly and ad hoc reports (metrics, dashboards, prospect lists), and mailing lists. Assist in maintenance of membership and annual giving reports.
- Organize and update donor portfolios in the CRM for the development team.

#### **Donor and member appeals (20%)**

- Work with the Director of Development, Communications Director, and Membership Manager to prepare and execute appeals, including mailed and digital donor solicitation and member acquisition pieces. Pull segmented donor lists, gather assets, oversee printing and mailing, and manage project timeline. Track progress toward goals.
- Ensure timely gift follow-up (thank you calls, acknowledgment letters, receipts, and notes).

#### **Donor/member stewardship and events (30%)**

- Provide excellent customer service to donors and members, responding promptly to all inquiries as directed (phone, email, written, and on-site at events) and ensure that all interactions are culturally responsive, respectful, and based on a foundation of inclusion, diversity, equity, and accessibility.
- Participate in the planning, implementation, and support of various donor and member programs and special events, including the annual gala. Coordinate registration, follow-up, procure in-kind donations, create post-event reports and acknowledgements.
- Conduct event/program surveys to gauge the interests/satisfaction of our members and donors.

### **General department support (20%)**

- Establish strong and collaborative working relationships among colleagues across the museum.
- Provide researched-based donor prospect information to the development team in support of major gifts and planned giving solicitations.
- Perform general administrative tasks, including scheduling and confirming meetings, providing logistical meeting support, creating agendas, taking meeting notes, etc., including at internal development meetings and monthly meetings of the fundraising committee of the board of directors.
- Attendance at some museum-sponsored events is required.
- Other duties as assigned.

### **Qualifications:**

#### Required

- 2+ years of fundraising/membership experience or relevant and transferable professional experience, preferably with a museum or nonprofit organization
- Experience with Customer Relationship Management (CRM) software (Altru experience is a huge plus!)
- Experience with annual appeals and special events is a plus.
- Impeccable attention to detail and accuracy, an appreciation for working with data and strong organizational and writing skills
- Professional communication skills and phone manner, with a dedication to excellent customer service and donor satisfaction
- Strong self-motivation, with the ability to work both independently and as a contributing team member
- Must exercise tact and discretion in handling highly confidential information and interacting with museum donors and prospective donors
- Solutions-oriented creative thinker and problem solver who navigates challenging situations with ease
- Ability to handle multiple tasks, projects, and priorities simultaneously.
- Proficient with Google Suite and Microsoft Office Suite.

- Available to work evening and weekend hours, as needed.

#### Preferred

- Lived experience or a connection to public housing a plus
- Enthusiasm for NPHM's exhibits, programs, and mission
- Bilingual and multilingual skills valued

This is a full-time union position in Chicago, IL with a 40 hour work week that will occasionally include evening and weekend availability as required to fulfill responsibilities and for related museum activities.

Position includes a full benefits package, including medical, dental, vision, 401K, and generous PTO.

#### To Apply:

To apply, please send your resume, cover letter to [jobs@nphm.org](mailto:jobs@nphm.org) to be considered with the subject line "Development and Membership Coordinator."

The National Public Housing Museum encourages people with lived experience in public housing or a meaningful connection to public housing to apply. We are an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, ancestry, national origin, religion, sex, sexual orientation, gender identity, disability, protected veteran status, military discharge status, age, marital status, parental status, or source of income.