

MFAH *The Museum of Fine Arts, Houston*

Position Available

Title:	Membership Benefits and Programs Senior Coordinator
Reports To:	Membership Manager
Pay Type:	Full-Time, Regular, Exempt, 35 hrs/week
Salary:	Commensurate with Experience and Education
Benefits:	Group Medical and Dental Insurance, Life and Long Term Disability Insurance, Retirement Plan, Flexible Spending Plans, Paid Time Off, Reserve Time Off, Holiday Pay, Museum Membership and Discounts
Work Schedule:	Monday – Friday, 9am – 5pm
Work Location:	Montrose Building, non-smoking facility

Position Summary and Highlights:

In support of the Museum's view that art is for everyone, this position makes significant contributions by facilitating the Museum's membership programs with a focus on member benefits, retention, participation, and audience development.

This position is the primary point person responsible for two important audience development programs: Art Crowd and the University Partnership Program. Art Crowd is a group of MFAH Members in their 20s and 30s who regularly gather for private exhibition viewings, art-making opportunities, bites and drinks – all to a lively soundtrack of music from a DJ or local band. And, in coordination with colleges across Houston, the University Partnership Program provides free general admission to college students and access to the annual College Night, a fun gathering at the Museum.

Responsibilities:

- Creates a community among members and specific member segments to further engagement with the Museum, and deepen loyalty to the Museum.
- Acts as a representative of the Museum and initiates meetings with key individuals – internally and externally – who can contribute to the objectives of the position.
- Determines and implements strategies to grow interest and increase member participation and visitation.
- Provides oversight of membership sub-groups, such as Art Crowd, University Partnership Program, and Family level memberships.
- Art Crowd - Market Art Crowd, the Museum's group for members in their 20s and 30s, to grow its membership base.
- Organize events focused around the Museum's exhibitions and collections to deepen the engagement and the loyalty of Art Crowd members.
- University Partnership Program - Actively promote the University Partnership Program to local universities and community colleges to increase membership.
- Organize and execute the annual event College Night, which introduces and more deeply engages Houston-area community college and university students with MFAH.
- Coordinates and manages - membership preview events, ArtSmart events and behind-the-scene experiences for top-tier members, annual holiday event(s) for members,

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annual Member Appreciation Month event(s), and other events and programs that support the goals of the department.

- Monitors and ensures fulfillment of benefits at each level of membership.
- Develops materials and invitations—printed and electronic—related to programs and events, and coordinates distribution.
- Writes and submits member event listings for publications, emails and website.
- Tracks, analyzes and reports about attendance at each member event and program.

Skills, Knowledge and Abilities:

- Commitment to providing outstanding customer service at all levels, at all times
- Strong writing, editing and verbal communication skills
- Strong organization skills combined with vision, creativity and an entrepreneurial spirit.
- Exceptional project management skills are important in this position.
- Must be a self-starter, must be energetic, enthusiastic, tactful, and professional
- Ability to be energized and excited by contact with the public and various departments within the museum.
- Able to manage a budget and maintain detailed records of invoices, expenses, and event income.
- Attention to detail and follow-through
- Professional appearance and conduct
- Willing and able to work some evenings and weekends in support of events
- Able to lift 25 pounds

Education and Experience:

- Bachelor's Degree or a combination of education and related work experience in a full service consumer, hospitality, membership development or service environment
- 3-5 years experience working in a cultural organization and/or planning special events
- Demonstrated fluency in MS Office suite

Highly Preferred Candidate:

- Three or more years of direct experience in building and maintaining a membership program. Experience which includes member campaigns, material and social media development, member recognition, benefits, and member participation.
- Advanced knowledge and understanding of meeting and event planning principles, requirements and procedures
- Driven and results oriented with a desire to make IT happen.
- Ability and desire to infuse creativity, innovation and fun into each day

How to Apply:

Send resume to Human Resources, Job 19-035MGS, P.O. Box 6826, Houston TX 77265-6826; Fax 713-639-7508 or email: jobs@mfah.org.