Position Available

Title: Membership Benefits and Programs Senior Coordinator
Reports To: Membership Manager
Pay Type: Full-Time, Regular, Non-Exempt, 35 hrs/week
Salary: Commensurate with Experience and Education
Benefits: Group Medical, Dental, and Vision 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, a 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, annual Member Appreciation Month event(s), and other events and programs that support the

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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 20-120MGS, via email: jobs@mfah.org or apply at https://www.mfah.org/about/current-openings/