

POSITION TITLE: Member Services Coordinator

POSITION PURPOSE:

The Member Services Coordinator performs all the administrative duties related to member services and membership fulfillment by maintaining all database, mailing, and communications related to CHM donors and members. The Member Services Coordinator will also help grow membership, identify potential donors through CHM database as well as external sources, and find creative means to make donors, members, and visitors feel they are valued and appreciated.

ESSENTIAL FUNCTIONS:

- Participate in the planning and implementation of strategic plans related to the membership program.
- Maintain accurate membership records and Raiser's Edge database, used in member and donor relations, reporting, mailing, and communications.
- Coordinate membership benefit fulfillment activity, including distribution of calendar, magazine, and other offers.
- Prepare monthly reports and analysis of membership statistics against established goals and participate as a member of an institutional revenue team that meets monthly.
- Work with the Director of Visitor and Member Services and marketing team to develop and execute annual plan for member acquisition campaigns, renewals, and special program promotions to acquire new members and increase member audience participation in a collaborative and professional manner.
- Proactively address customer services issues and provide timely, accurate and professional communication when responding to member inquiries.
- Assist Director of Visitor and Member Services in developing annual membership budget, and track membership expenses throughout the year.
- Participate in planning and executing member events and programs.
- Ability to lift, carry, or otherwise move boxes or objects weighing up to 25 pounds.
- Ability to gather information from a variety of sources.
- Proven ability to consistently meet deadlines and maintain a high degree of accuracy.
- Ability to problem solve creatively and effectively.
- Oversee Member Program volunteers.
- Other duties as assigned

PREFERRED QUALIFICATIONS:

- Bachelor's degree: Business, Museum Studies or Liberal Arts preferred
- 2+ years experience with member services at a non-profit organization required
- 2 + years experience in Raiser's Edge required; including experience writing own ad hoc reports and creating mail merge documents
- Experience in training and coordinating volunteers
- Superior written and verbal communication skills
- Demonstrated attention to detail and excellent customer service
- Ability to gather information from a variety of sources

- Proven ability to consistently meet deadlines and maintain a high degree of accuracy
- Ability to problem solve creatively and effectively
- Commitment to the mission, values, and programs of the Chicago History Museum

SALARY and BENEFITS: Salary is competitive. Excellent benefit Package

Please send cover letter, resume with salary history, and the names and phone numbers of 3 work references in 1 document to:

<https://home.eease.adp.com/recruit/?id=2701651>

Background Check required

Candidacy not considered without salary history

No Phone Calls

EOE

M/F/D/V