Come join a team of dedicated staff at an exceptional time in Smithsonian history. With our new Secretary, Lonnie G. Bunch III, who was previously the founding director of the Smithsonian's National Museum of African American History and Culture, we are positioned to realize our goal of being a truly 21st century museum complex.

The Smithsonian Institution is the world's largest museum, education and research complex, comprised of 19 museums and galleries, nine research centers, 21 libraries, the National Zoological Park and more than 200 affiliate museum partners. The Smithsonian is dedicated to its founding mission, “the increase and diffusion of knowledge” and as such we use our resources to encourage curiosity, ignite wonder and spark the joy of learning.

Following the success of the Smithsonian’s first comprehensive capital campaign, the largest ever undertaken by a cultural organization, the Smithsonian has built a model fundraising organization. As we continue to build on our success, the Smithsonian’s National Museum of African American History and Culture (NMAAHC) seeks a creative and energetic Advancement Associate to join its Membership Team.

This position offers an exciting opportunity for the successful candidate to make a significant impact on expanding the scope and scale of the National Museum of African American History and Culture’s Membership Program. The Advancement Associate will perform a myriad of duties to support the goals of the Museum and convey the Museum’s mission to diverse constituencies. This position reports to the Senior Manager for Membership and Annual Fund.

**Major Duties:**

- Updates records in the membership databases including biographical information, and correspondence
- Assists in the development and implementation of strategies to attract and retain members
- Assists with database programming to ensure correct donation processing and data integrity
- Writes and edits communication in response to inquiries using appropriate grammar, spelling, punctuation, and style
- Serves as the Museum liaison with members and other external constituents
Minimum Qualifications:
Successful candidates will have:

- At least one year of experience providing customer service to members/donors via email, phone, and direct mail
- Experience using relational databases or CRM software (e.g. Blackbaud Luminate, Advance) to manage information, execute email communications, and generate reports
- Excellent written and spoken communication skills
- Experience proofreading/editing materials
- Proven ability to interact diplomatically, discreetly, and effectively with a wide range of constituents, both externally and internally
- Proven ability to handle multiple responsibilities and projects simultaneously

The National Museum of African American History and Culture is the largest national museum for the study and exhibition of African American history and culture. Its primary purposes are to acquire, maintain and preserve objects which document social, cultural, political, military, technological and scientific developments in the United States related to the African American experience; to conduct scholarly research designed to make significant contributions to the body of knowledge in the field of African American history; to publish findings for both scholarly and general audiences; and to interpret historical developments through public exhibits and programs as well as digital content.

The Smithsonian offers a competitive salary and a comprehensive benefits package. To learn more about us, visit www.si.edu. This is not a Federal Position but has similar requirements and benefits. Interested candidates should submit their resumes and cover letter to oastaffing@si.edu with Advancement Associate (Membership) in the subject line by April 30, 2020.

The Smithsonian Institution is an equal opportunity, affirmative action employer. Candidates of all backgrounds are encouraged to apply.