Advancement Associate (Membership)
National Museum of African American History and Culture

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 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 concerning member information and correspondence. Assists with database programming to ensure correct donation processing. Ensures the accuracy of data entered and stored in various databases. Generates reports and reviews information for accuracy. Reviews biographic/demographic updates and “comment” mail to update systems and files accordingly.
- Works as the NMAAHC Membership liaison with members and other external constituents. Responsible for responding to and resolving inquiries that come from members.
- Writes and edits materials in response to inquiries using appropriate grammar, spelling, punctuation and style.
• Provides on-site development and coordination of programs that are included among member benefits.
• Assists in the development, and implements strategies for the acquisition, engagement and retention of existing members, including the creation of member benefits and regular solicitation of member feedback. Develops and maintains schedule for marketing campaigns.
• Coordinates website and social media content and functionality to enhance membership and annual giving programs.

Minimum Qualifications:

• Successful candidates will have, at a minimum, at least one year of experience assisting in the planning and implementation of marketing strategies designed to increase, retain, or encourage additional participation for an organization’s membership/donor program; providing customer service to members/donors; using a various database systems to properly record, review, and relay information; and proofreading/editing membership/donor program information materials for distribution.
• Experience using fundraising/donor database software to manage information, generate lists and reports.
• Superior communication skills, both oral and written, as well as excellent interpersonal skills.

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 ostaffing@si.edu with Advancement Associate (Membership) in the subject line by April 30, 2020. Resumes should include a description of your paid and non-paid work experience that is related to this job; starting and ending dates of job (Month and year); and average number of hours worked per week.

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