

Desert Caballeros Western Museum
Office and Membership Manager

Full Time 40 Hours/Week

Exempt (Y/N): Y

Supervisor: Chief Advancement Officer

I. Function of Position

Serves as administrative support to the Chief Advancement Officer and Development Manager. In addition, serves visitors by greeting, assisting, and directing them appropriately; notifies museum personnel of visitor arrival. Aides in office functioning and communications. Supports the clerical needs of the Executive Director and other staff.

II. Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Welcomes visitors by greeting them, in person or on the phone, answering or referring inquiries.
2. Point person for museum memberships for individual, dual, family & friends, and premier levels.
3. Process monthly membership renewal mailing and reports.
4. Run mailing reports for fundraising events.
5. Process incoming donations, sponsorships, and grant funds through CRM system before submitting them for deposit.
6. Point person for updating membership information.
7. Monitor museum voicemail and 'info' email and transfer to appropriate staff.
8. Record and maintain reservations for museum events, collect payments, maintain event attendees, and process refunds.
9. Create and publish SKUs to website for memberships, donations, sponsorships and event tickets using our CRM software.
10. This position is directly responsible for Facility Rentals, including negotiating agreements, arranging set up details with staff and vendors, collecting payments and serving as the onsite Event Manager.
11. Manage Zoom as needed for programs and meetings.
12. Assist with special events or functions, database reports, event nametags, maintain venue/host details.
13. Format and print Correspondence.
14. Maintain Museum Master calendar in Outlook.
15. Assist staff with materials related special projects to include exhibitions, programs, events, appointments, budgets, and strategic plan.
16. Assist with admissions and Museum stores, as needed.
17. General office duties include typing, printing, filing, copying, and scanning.
18. Maintain employee phone lists.
19. Distribute incoming mail and faxes and prepare and dispatch outgoing mail.
20. Track attendance using the spreadsheet that includes current month, YTD and previous year comparison.
21. Maintain office supplies and office equipment.
22. Responsible for coordinating monthly staff birthdays, at staff meetings. Plan annual staff holiday party.
23. Establish and maintain interpersonal relationships, and project a warm, friendly attitude toward guests, staff, and trustees.
24. Responsible for ensuring high standards of professionalism in all areas of responsibility. Represent the Museum with a high level of integrity, adhering to Museum policies, and support management decisions in a positive, professional manner.

25. Responsible for keeping privileged information confidential and representing the Museum in professional circles and before the public in a manner that enhances the prestige and credibility of the Museum.
26. Understand and support the mission and goals of the Museum.

III. Position Requirements

A. Education

1. High School diploma or GED.

B. Knowledge, Skills and Abilities

1. One year of clerical and customer service experience. Fundraising or development experience preferred.
2. Must be proficient in Microsoft Office
3. Must have the ability to effectively deal with internal and external customers with patience, tact, and diplomacy. Friendly, polite, positive manner desirable.
4. Ability to handle multiple time sensitive tasks with accuracy.
5. Ability to work independently, solve problems, and seek assistance when needed
6. High level of integrity.

C. Certificates, Licenses, Registrations

1. Valid driver's license.
2. Pass a criminal background and credit check.

D. Working Conditions

1. Standard office hours are Monday through Friday, 9:00 a.m. to 5:00 p.m. Extended hours and weekends probable. Office environment with a low to moderate noise level. Must be able to lift up to 25 lbs. Minimal local travel.

Approved Date: January 2025