



## Manager, Membership & Volunteer Services

---

Application Deadline: May 18, 2021

Start Date: ASAP

Annual Salary: \$50,000

Term: Full-time, permanent

### **ABOUT THE GARDINER:**

The Gardiner Museum brings together people of all ages and communities through the shared values of creativity, wonder, and community that clay and ceramic traditions inspire.

We engage audiences with exhibitions, programs, and hands-on classes, while stewarding a significant permanent collection. We interpret historical ceramics to emphasize their relevance today, and champion emerging and established Canadian artists and their role in the broader world. We innovate through clay education, as we bring together the experience of making with a deeper understanding of the art of ceramics.

We believe in making, looking, and thinking through clay.

The Gardiner Museum has a collection of over 4,000 objects from the Ancient Americas, Europe, Japan, and China, as well as contemporary works with an emphasis on leading Canadian artists. The Gardiner Museum is among the few museums in the world focused on ceramics, and is one of the world's most notable specialty museums.

### **ABOUT THE ROLE:**

The Manager, Membership & Volunteer Services reports to the Chief Development Officer. The ideal candidate for this position will have a passion for engaging people in the arts and is seeking a highly independent position within a small and agile team. They will have experience with Raiser's Edge, or a proven ability to manage a similar CRM platform, as well as proficiency with Microsoft Office. They will be a people person, possessing strong customer service skills and the ability to communicate with tact in sensitive situations. They will have direct experience organizing events and working with volunteers, and will be interested in using this experience to shape a year-round engagement strategy for both members and volunteers of the Museum.

As the Museum is currently closed due to COVID-19, the majority of duties can be completed remotely. However, this position currently requires the candidate to work from the museum at a rate of approximately once per week to fulfill several tasks.

## **MEMBERSHIP RELATED RESPONSIBILITIES (70%)**

### **ADMINISTRATION:**

- Maintain and improve upon membership tracking via management of membership database (Raiser's Edge), including inputting and updating of membership gifts. Provide key insights into database optimization.
- Oversee renewal cycle for members, including sending monthly renewal reminders
- Process all membership gifts received online and by mail
- Assist the CDO as required with stewarding members who have made major gifts to the Museum
- Work closely with the Marketing team to ensure maintenance of up to date membership information on the Museum's website
- Circulate invitations to Museum events to membership, as applicable

### **STRATEGY:**

- Manage annual targets related to membership acquisition and retention
- Develop strategies to promote upgrades to existing membership
- Identify opportunities for membership engagement, including partnerships with other cultural/arts organizations
- Organize and execute member-exclusive events
- Conduct research and outreach to target new communities for membership
- Conduct research into the membership practices of other arts & cultural organizations to identify opportunities for growth in member engagement strategy
- Manage the execution of the Annual Friends Campaign, the Museum's fundraising campaign among members

### **STEWARDSHIP:**

- Act as the key point person on the Development team for all membership inquiries
- Take part in membership events (e.g. Patron Openings) to establish relationships with key donors
- Work closely with the Young Patron Circle to engage and develop this group of members, including identification of engagement opportunities, retention and recruitment strategies

## **VOLUNTEER PROGRAM RESPONSIBILITIES (30%):**

### **ADMINISTRATION:**

- Act as the primary liaison with the Gardiner's Volunteer Committee: maintaining communication with its Executive regarding Museum news and events, coordinating volunteer engagement events, training, and orientation sessions
- Assist in volunteer scheduling based on other department's needs

**STRATEGY/LOGISTICS:**

- Lead the Museum's volunteer recruitment strategy, including coordination of call for volunteers, organization of information sessions, and conducting in-person interviews
- Provide insight and implement changes to volunteer recruitment and engagement strategies based on Museum's strategic plan

**SKILLS/BACKGROUND REQUIRED:**

- Knowledge of the non-profit sector;
- Experience with Raiser's Edge or a similar CRM tool
- Exceptional customer service skills
- Highly independent
- Excellent written and verbal communication
- Strong organizational skills, problem-solving, and attention to detail

**APPLICATION GUIDELINES:**

To apply, candidates should submit a letter of interest and CV in one PDF document by May 18 at 5 pm to [hr@gardinermuseum.com](mailto:hr@gardinermuseum.com). Please reference "Manager, Membership & Volunteer Services" in the subject line. No phone calls or visits please.

For further information on the Gardiner Museum, please refer to our website: [www.gardinermuseum.com](http://www.gardinermuseum.com).

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

The Gardiner Museum is an equal opportunity employer and is committed to diversity, equity, and inclusion. We encourage applications from qualified candidates from visible and invisible minority groups, women, Indigenous persons, persons with disabilities, persons across the spectrum of sexual orientation and gender identities, and others with the skills and knowledge to productively engage with diverse communities. We are committed to hiring on merit and to removing barriers in employment policies. For more information on the Gardiner's commitment to equity and inclusion, please explore its 2021-2023 Strategic Plan, available [on our website](#).

Reasonable accommodations for disabilities will be provided, on request, to support applicants' participation in all aspects of the recruitment and selection process.