

The Children's Museum of Memphis

Development Associate

Reports to: Director of Development

Salary Range: \$36,000-46,000

This is a full-time salaried position eligible for company benefits including health insurance, participation in retirement plan, paid vacation, and PTO. This position is expected to complete the majority of work onsite at the museum.

About the Children's Museum of Memphis

Through excellence in playful learning, the Children's Museum of Memphis (CMOM) inspires children to explore, imagine, and create – growing minds and filling them with endless possibilities. The museum is guided by its core values: intersecting play and hands-on learning, complementing school and classroom education; providing a positive impact on the community, nurturing strategic community partnerships; and, as an inclusive organization, offering excellent customer service and a positive family experience.

Guided by this mission and values, the Children's Museum of Memphis transforms the learning lives of children and families with more than 65,000 square feet of immersive exhibits and interactive programs designed to support enriched early learning. Since opening to the public in 1990, the museum has served more than 5.5 million children and families, approximately 250,000 each year.

On its 30th anniversary, CMOM debuted four strategic priorities to transform Memphis through the power of playful learning. 1) Refresh exhibitions and programming with educational underpinnings to foster a love of learning. 2) Strategically partner with Memphis-area nonprofits to bring museum-quality learning where – and to whom - it is most needed. 3) Ensure long-term financial stability by relying less on earned revenue. 4) Attend to facility needs, such as deferred maintenance and completing overdue building expansions.

Position Summary

CMOM seeks an individual with superior attention to detail to provide administrative support to the development department. This position will be responsible for database management (Versai), serving as the site administrator.

Responsibilities

- Oversee and manage the development database (Versai), serving as the site administrator
- Develop and maintain database procedures to ensure data integrity, facilitating regular maintenance and clean-up of data
- With input from the team, develop and maintain a donor acknowledgement plan that increases donor satisfaction and retention
- Ensure timely and accurate entry of all donations, working with the CFO as needed on grant and pledge payments
- Respectfully communicate with donors about pledge payments
- Create queries, reports, gift lists, and other data information as requested by museum management, including but not limited to the Director of Development, Director of PR and Marketing, and the Executive Director
- Maintain knowledge of database best practices and industry standards, making recommendations for database integrations as appropriate
- Adhere to development file retention policies, both digital and physical
- Provide administrative support to the development department, including but not limited to the preparation of meeting or appeal materials, coordination of meetings, and prospect research
- Maintain inventory of all supplies necessary to fulfil tasks, working with the Office Manager as needed to reorder supplies
- Perform other duties as assigned within the scope of responsibilities and requirements of the position, the department, and the museum.
- Occasional work in the evenings and on weekends may be required for donor events, museum tours, and community events

Qualifications

- High school diploma, GED, or equivalent required; associate's or bachelor's degree preferred
- 1-2 years relevant work experience; experience with nonprofit organizations preferred
- Computer and software literacy required (The museum uses PCs, Office Suite of products, and Versai database)
- Meticulous attention to detail and highly organized
- Self-motivated with the ability to work independently
- Proven ability to perform all duties with a high level of tact, confidentiality, professionalism, and efficiency

To Apply

Email cover letter, resume, and three references to Frances Tortorich, Director of Development, at frances.tortorich@cmom.com. Please reference "Development Associate" in the subject line. Please, no phone calls.

Intellectual/Social, Physical Demands, and Work Environment

The intellectual/social, physical demands, and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Intellectual/Social Demands

While performing the essential functions of this job, the employee is asked to multi-task under time limits. Position requires close attention to precise details and accuracy of specified standards including following simple to complex (more than 3 steps) instructions and concentration which frequently extends beyond 30 minutes at a time. This position also requires constant use of interpersonal skills including ability to direct/motivate/inform staff and foster collaboration, being able to recognize and resolve conflicts, being able to openly communicate in writing and verbally.

Physical Demands

While performing the essential functions of this job, the employee will frequently operate a computer, other office devices such as calculators, telephones, copy machines, and printers; occasionally move about inside the facility to access storage areas, cabinets, and office machinery; occasionally move about the campus to engage with clients and staff; constantly communicates via telephone, email, and in-person with others to exchange accurate information. Employee may be required to lift and/or move up to 25 pounds. Employee duties may require kneeling, crouching, and standing for extended periods of time.

Work Environment

The duties of this position are performed indoors. The noise level in the work environments is usually quiet to moderate.

THE CHILDREN'S MUSEUM OF MEMPHIS IS AN EQUAL OPPORTUNITY EMPLOYMENT EMPLOYER.