

ALBANY INSTITUTE OF HISTORY & ART

Position Title:	Membership and Special Events Manager
Department:	Development
Reports To:	Director of Development
Supervises:	N/A
Created/ Revision Date:	6/5/2024
Job Category:	Staff
FLSA Status (HR USE ONLY):	Salaried and Exempt
Pay range	\$45,000 - \$50,000

The Membership & Special Events Coordinator is responsible for implementing the AIHA membership program, executing all AIHA special events, and coordinating the museum's space rental program. This position is responsible for creating and implementing strategies to meet goals for membership revenue and the facility rentals program. This position also works with development staff to create special events that support the stewardship and cultivation of members, donors and potential supporters, and especially by coordinating the annual Museum Gala, AIHA's largest fundraising event. This position reports to the Director of Development.

Membership Program

- Develops and implements the annual plan to achieve revenue and enrollment goals for the AIHA membership program (individual and business memberships to \$1,000)
- Manages all tasks and activities related to membership renewals, recapturing lapsed members and acquiring new members
- Participates in targeted community engagement opportunities to promote AIHA, such as street festivals, historic festivals, etc.
- Creates and produces membership materials (with Director of Communications)
- Develops and executes events and activities to steward current members, improve membership retention, cultivate membership prospects, and grow the membership program
- Tracks membership statistics and metrics; produces periodic reports on membership program
- Serves as the primary contact and relationship manager for Empire State Reciprocal Program (ESRP), North American Reciprocal Program (NARM), and the regional library systems for the Library Membership program
- Works with Director of Communications to maintain the membership section of the AIHA website as needed

Museum Special Events

- Acts as a primary point of contact for internal and external events, including but not limited to exhibition openings and member events; provides support and assists internal event planning for various departments as needed

- Directs all aspects of event execution with internal and external contracted vendors including catering, production, entertainment, security, parking, and patron services
- Manages and oversees events on the day of the event, including event set-up, communication with staff, organizing vendors, and managing load-out.
- Proactively anticipates and troubleshoots any emerging issues during the planning process and on the event day
- Attends departmental and event-specific planning meetings

Museum Gala

- Manages the execution of AIHA's annual Museum Gala, including direction of vendors and staff throughout the process
- working with the Director of Development, Database Manager, and Development Stewardship Manager to manage invitation lists and mailing schedules
- Collaborates with Director of Communication to produce printed collateral material (save the date, invitation, program book, on-site signage)
- Organizes and supports the Gala committee, and coordinates communication, as needed
- Works with the Database Manager to maintain the RSVP list
- Conducts post-mortem and follow-up on any open tasks post-event, as needed

Space Rentals

- Manages promotion, sales, planning, and execution of facility-use events by outside clients
- Develops and maintains client and vendor relationships
- Builds and enhances an event planning timeline
- Provides turnkey service and planning guidance to event rental clients while identifying the needs of each event and ensuring customer satisfaction
- Anticipates and troubleshoots any emerging issues during the planning process and on the event day
- Actively solicits sales opportunities for new events

Other Responsibilities

- Supports the Director of Development and development staff on the development and execution of initiatives, mailings, donor cultivation, and membership/development event planning and execution
- Maintains inventory of hospitality supplies
- Maintains AIHA's liquor license and all necessary related permits
- Provide feedback and periodic reports as needed/requested
- Ensures compliance with all health and safety obligations for events
- Ensures compliance with New York State tax regulations regarding fundraising activities
- Other duties as assigned

Core Competencies (Knowledge, Skills & Abilities):

- Proven ability to plan and execute events in non-traditional and challenging spaces
- Demonstrated excellence collaborating with peers across disciplines and organizational departments
- Ability to cultivate and attract external clients for space rental program

- Ability to develop event budgets, create RFPs for vendor services, and execute event contracts
- Exceptional attention to detail and accuracy
- Ability to manage deadlines and multiple priorities in a fast-paced environment
- Competent computer skills and effective use of digital productivity tools, including Microsoft 365 and experience with CRM or donor database
- Strong professional and business writing skills, including proposals and agreements
- Superior interpersonal skills, and the ability to resolve conflict constructively and build consensus
- Availability to work full-time hours (~35 per week) onsite, with flexibility for off-hours events and assignments as needed
- Reliable transportation

Education & Work Experience Requirements:

- Bachelor's degree preferred
- 2-3 years of development or related experience required
- Event planning experience desirable
- Experience coordinating a membership program preferable
- Comfort working with the public/our member base
- Must be able to work offsite occasionally for tabling events

Working Conditions and Environmental Factors:

The work environment characteristics described here are representative of those the employee will experience on the job. While performing the duties of this job, the employee is working in office and/or client settings and may be exposed to items such as but not limited to toner, office equipment, dust, and low noise levels. Position is required to drive vehicle to conduct business as needed and therefore, will be exposed to all types of weather conditions.

Mental and Physical Demands:

- Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus
- Ability to read, write and speak English fluently
- Required to talk, hear, stand, walk, use hands to finger, handle, or feel and reach with hands and arms
- Dexterity to write and operate standard office machines such as computers, printers, copiers, fax machines, phones, monitors, and other office and/or presentation-related equipment as required
- Able to bend, crouch, stoop, reach, and push merchandise
- Able to lift and carry up to 50 lbs.
- Able to climb and safely use a ladder
- Able to perform the essential job functions consistently safely and successfully with ADA, FMLA, and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards
- Able to maintain regular, punctual attendance consistent with ADA, FMLA, and other federal, state, and local standards