

Membership and Administrative Assistant

| | | | |
|-------------|---------------------|-----------------|---------------|
| Department: | Administration | FLSA Status: | Non-Exempt |
| Reports To: | Development Manager | Effective Date: | December 2023 |

The critical features of this job are described under the headings below. This job description does not prescribe or restrict the tasks as shown below and may be subject to change at any time.

Job Summary

Primary duties are to provide administrative support to the Executive Director; secondary duties are to implement and maintain the Museum's membership program to increase members and donors, as well as to provide administrative support to designated senior-level managers as identified by the Executive Director for a positive overall organizational impact. Works collaboratively with BAM staff to fulfill the mission of the Boise Art Museum.

Essential Duties and Responsibilities

EXECUTIVE DIRECTOR ADMINISTRATIVE SUPPORT

- Assists Executive Director in management of daily activities including correspondence, reports, meeting, and calendar maintenance including board meetings and board committee meetings as well as all-staff meetings.
- Coordinates and arranges meetings, drafts correspondence, prepares agendas, reserves and prepares meeting room.
- Assists with management of Board of Trustees including ordering name tags, tracking RSVPs, preparing materials, drafting and sending agendas, recording and transcribing minutes of meetings.
- Interfaces with Trustees by providing information and scheduling meetings with the Executive Director.
- Prepares and updates training binders for Board of Trustees.
- Organizes and maintains administrative filing systems and files correspondence and other records, including document retention/destruction compliance.
- Conducts research as requested.
- Maintains and updates -current/archive rosters/contact information for Board of Trustees, staff, and others.
- Makes travel arrangements and other executive-level arrangements for the Executive Director.
- Compiles reports as requested by the Executive Director, i.e. zip code, admissions, etc.
- Provides administrative support for signature fundraisers including Art in the Park as assigned by the Executive Director.

ADMINISTRATIVE

- Answers general telephone inquiries about Museum activities, provides callers with accurate information, and routes calls to BAM staff members when appropriate. Updates telephone directories -- recorded and paper. Makes phone calls as requested and required.
- Answers general email inquiries and routes to BAM staff members when appropriate.
- Welcomes on-site visitors. Monitors and records visitor access and issues passes when required.
- Takes reservations for Museum events such as lectures and special events, processes tickets and payments, and maintains records.

- Uses BAM database to produce reports as requested, provides list management for events and mailings as needed for Museum business.
- Receives, sorts and routes mail and maintains check log in accordance with Museum policies.
- Prepares bulk mailings for in-house mailing projects and coordinates outsourcing of bulk mailings for Museum.
- Maintains and updates shared drive and records management as assigned by the Executive Director.
- Communicates BAM calendar information to staff by posting according to Museum protocols.
- Assists with financial records filing, invoicing, payment activity.
- Completes assigned onboarding and termination tasks for new and terminating employees.
- Orders and creates employee name tags and maintains parking pass distribution for all staff.
- Maintains Museum supplies, business cards, and in-house forms.
- Maintains up-to-date employee driver's license and insurance copies as required by Museum policies.
- Ensures completion of and maintains annual employee and Trustee signature documents.
- Takes volunteer inquiries, routes to the correct staff member, records and tracks volunteer participation and hours.
- Maintains office machines reports and maintenance. Serves as point of contact for staff training for copy machine and postage meter. Contacts vendor for technical support on behalf of staff.
- Provides assistance with data entry projects as requested, such as compiling evaluations and/or survey responses.
- Keeps Museum office, copy room, supply closet, and kitchen areas clean and in order.
- Performs other clerical duties as needed, such as filing, photocopying, laminating, and drafting memos, correspondence, reports, and other documents when necessary.

DATA PROCESSING

- Recruits new members according to membership plan.
- Is responsible for increasing membership through stewardship, retention, and upgrades.
- Ensures that all membership applications are processed daily in accordance with Museum policies, procedures, and database protocols and that weekly and monthly reminders and thank-you letters are appropriately customized and sent in a timely and accurate manner.
- Processes member donations made in conjunction with applications and renewals and ensures timely and accurate thank-you letters of both.
- Maintains and updates member records using PastPerfect database to ensure accuracy.
- Coordinates with Development Manager to provide lists for the Board of Trustees thank you and welcome calls.
- Prepares statistical reports identifying new members, lapsed members, member upgrades, and member prospects.
- Analyzes membership reports to determine areas of growth and decline.

MEMBERSHIP

- Calls members whose memberships are up for renewal.
- Conducts phone surveys with lapsed members not renewing to find out why they don't intend to renew.
- Works with Development Manager and Executive Director to design, implement, and coordinate membership recruitment and retention plan for individual and corporate members.

- In conjunction with the overall marketing and membership plan, markets and promotes membership in the community, off-site, through collaboration and other networking opportunities.
- Works with the Development Manager and Executive Director to organize direct mail campaigns and special activities to reach potential members and to coordinate membership drives.
- Assists Development Manager and Executive Director with all membership-related activities including events, annual campaigns, membership contacts and surveys.
- Coordinates and staffs membership table at BAM and other locations, as directed and self-directed through approved membership recruitment plan, to ensure membership presence at all BAM events as well as at other community events.
- Serves as membership advocate and brings new ideas for member benefits, member acquisition, and member retention on a regular basis. Identifies and obtains member “perks” to enrich membership benefits and build relationships in the community.
- Networks with other membership professionals to stay informed about trends in the field and gain best practices in museum member recruitment and retention.
- Trains Board Trustees for membership sales during Art in the Park.
- Trains and educates staff on membership sales and membership drives.
- Responds to and tracks requests for donations of memberships or guest passes from community organizations.

MARKETING/COMMUNICATIONS

- Drafts content for membership materials and promotions.
- Regularly communicates with members, utilizing face-to-face, telephone, mail, email, and social networking vehicles.
- Collaborates with Marketing and Design Manager to develop the membership content of quarterly newsletters and e-newsletters for membership communications and membership recruitment.

| |
|------------------------------------|
| Additional Responsibilities |
|------------------------------------|

- | |
|---|
| <ul style="list-style-type: none">• Assists with Museum events including internal Museum events and fundraisers including Art in the Park.• Provides back-up for Marketing and Design Manager.• Other duties as assigned. |
|---|

| |
|--|
| Supervisory/Managerial Responsibilities |
|--|

| |
|--|
| Carries out training and scheduling responsibilities with Museum staff and volunteers in accordance with the organization’s policies, procedures, and applicable laws. |
|--|

| |
|-------------------------------|
| Minimum Qualifications |
|-------------------------------|

| |
|--|
| Proficiency with desktop computer, presentation software, database software (Microsoft Office suite including Word, Outlook, Excel, Publisher), and social networking platforms. Excellent organization, customer service, administrative skills, and effective time management are required. Strong analytical thinking, problem solving, and communication skills (written and spoken). Ability to maintain meticulous attention to detail to ensure accuracy across responsibilities is of highest priority. Ability to take direction as well as independent initiative and work in a courteous manner with a variety of people, including employees, volunteers, visitors, members, and donors. Must maintain appropriate confidentiality at all times. |
|--|

| |
|-------------------------------|
| Education Requirements |
|-------------------------------|

Bachelor's degree (B.A.) or equivalent from college or technical school or four years related experience and/or training or equivalent combination of education and experience.

Language Requirements

Proficiency in reading, writing, and comprehension of the English language.

Physical Demands

The physical demands 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 of the job.

While performing the duties of this job, the employee is regularly required to sit; use hands to feel; reach with hands and arms; climb or balance, and talk and hear, taste and smell. The employee is frequently required to stand and walk. The employee is occasionally required to stoop, kneel, or crouch. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

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. Day-to-day work environment is in an office or Museum setting. Employee is not exposed to hazardous materials or conditions requiring personal protective devices, nor do undue fluctuations in temperature/humidity occur in the routine course of the employee's duties. The noise level in the work environment is usually moderate. Employee must be able to manage multiple responsibilities within deadlines and with accuracy. This position does not require routine or regular engagement in interstate commerce.