



MANAGER OF MEMBER SERVICES

Located along the beautiful downtown waterfront of St. Petersburg, Florida, the Museum of Fine Arts, St. Petersburg, (MFA) is a collecting museum serving more than 120,000 annual residents and visitors to the Tampa Bay area since its founding in 1965. The MFA is proud to present the only comprehensive art collection on Florida's west coast, spanning 5,000 years of civilization in about 20,000 objects from antiquity to today. Highlights include masterpieces from Monet, Corot, Morisot, O'Keeffe, De Kooning, Rauschenberg, Whistler and others; a sculpture garden; a glass gallery featuring works by Tiffany, Steuben, and Chihuly; and one of the largest and most respected photography collections in the Southeastern United States.

In a growing city with multiple museums and a thriving cultural life, the MFA provides the broad context into which all the other local arts organizations fit. The MFA presents a wide variety of art experiences across the spectrum of time and culture – from blockbuster juggernauts such as *Star Wars: The Power of Costume* to provocative contemporary exhibitions by emerging artists and scholarly shows that illuminate the depth and beauty of the museum's growing collection. With 17,000 square feet in collections galleries and 7700 square feet for temporary exhibitions (including a more intimately scaled Works on Paper gallery) the MFA brings art to life as no other museum in the Tampa Bay area can. In addition to its robust exhibition program, the MFA engages its community through exciting public programs and events, and serves our students through youth programs and a partnership with the Pinellas County School System. About 6,000 public school students attend the MFA each year as part of their 6th grade social studies curriculum.

THE OPPORTUNITY

The MFA St Petersburg seeks a Manager of Member Services responsible for all aspects of membership cultivation and retention by increasing awareness of the Museum in the community, converting visitors into members, and providing excellent customer service to members in order to advance the MFA's mission. This key role is part of the Development team and works with all internal departments at the MFA to create a consistent, strong presence for Membership within the context of other constituent programs.

RESPONSIBILITIES:

- Design and administer strategies for building and maintaining the membership program (e.g. direct mail, telemarketing, special events, incentive programs and personal contact)
- Create an annual plan and budget, implement, and track/report on results
- Develop and implement strategies to identify and solicit new prospects
- Upgrade and renew current members
- Increase member retention
- Serve as principle staff liaison to Museum members in regard to membership
- Evaluate and administer membership benefits and acknowledgements
- Represent and conduct membership promotions at Museum on site and community events off site
- Prepare annual membership report and collateral content regarding membership for publication
- Maintain updated membership data in Altru for appeals and invitations
- Work with Operations/Visitor Services Manager and staff as needed to train and develop membership sales
- Give direct assistance to the Director of Development as requested
- Perform other duties as may be required

EDUCATION AND/OR WORK EXPERIENCE REQUIREMENTS:

The qualified candidate will have a bachelor's degree with a minimum of 5 years' experience in member services with strong verbal and written communications skills. A solid background and interest in the arts and humanities, computer proficiency and occasional evening or weekend availability are required. Experience working with Microsoft Office, Altru, social media and electronic mailing systems strongly preferred. Customer service and front-of-house professional experience is essential.

PHYSICAL REQUIREMENTS:

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Ability to sit or stand as required to perform tasks including set up for membership and volunteer displays and event tables
- Must be able to talk, listen and speak clearly on telephone

TO APPLY:

Please submit your resume and a cover letter with salary requirements via email to: hr@mfastpete.org.