MUSEUM OF FINE ARTS, ST. PETERSBURG

Founded in 1964 and located along the beautiful downtown waterfront of St. Petersburg, Florida, the Museum of Fine Arts, St. Petersburg (MFA) is a collecting museum annually serving more than 120,000 residents and visitors to the Tampa Bay area. The MFA is proud to present the largest comprehensive art collection in the state of Florida, spanning 5,000 years of civilization in about 20,000 objects from antiquity to today. Highlights include masterpieces from Vigée Lebrun, Corot, Monet, Morisot, Lafarge, Inness, Tiffany, O'Keeffe, De Kooning, Rauschenberg, Wiley, and others; a sculpture garden; important holdings of ancient, African, and Mesoamerican art; 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 expansive blockbusters to provocative contemporary exhibitions to more focused shows illuminating the depth and beauty of the museum's growing collection. With 17,000 square feet in collections galleries—which were recently renovated and reinstalled—and 7700 square feet for temporary exhibitions, 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.

POSITION: Membership & Volunteer Coordinator
REPORTS TO: Manager of Member Services
DEPARTMENT: Development
JOB CODE: Full-time/ On-site
FLSA STATUS: Exempt

POSITION SUMMARY

The Membership & Volunteer Coordinator provides administrative and departmental support reporting to the Manager of Member Services as part of the Development Team at the Museum of Fine Arts, St. Petersburg. The Membership & Volunteer Coordinator position supports membership operations; assists with member communications efforts; oversees volunteer management; and plays a role in helping build the member engagement and financial support that makes the MFA's work possible. Primary duties include processing museum memberships; maintaining accurate database records and reporting; assisting with the creation and execution of member programs and events; and managing the museum's volunteer program. This is a wonderful opportunity for a creative and organized individual with some experience in membership, volunteer programs, and communications to support our mission of engaging, educating and exciting the community through the power of art.

ESSENTIAL DUTIES AND RESPONSIBILITIES

• Provides administrative support and reports to the Manager of Member Services to fulfil the Membership team's fundraising, member engagement, and stewardship goals
• Oversees the day-to-day operations of the Membership office
• Prepares recurring and ad hoc reports for and tracks metrics of Membership activities.
• Maintains accurate member and volunteer records and reports, while fostering data integrity and database quality
• Processes new and renewing memberships and acknowledgement letters
• Prepares electronic membership appeals and other member communications in Robly
• Assists in the preparation of printed member communications, and works with printer/mail house to send monthly renewal mailings
• Produces, updates, and maintains database queries and lists
• Follows through with membership benefits fulfilment
• Manages member events in database and online promotions, and assists with onsite logistics for such events
• Tracks, updates and maintains membership spreadsheets
• Assists with training and appropriate support for the Member Concierge.
• Provides support for existing and new volunteer initiatives; and maintains volunteer policies and procedures

- Generates appropriate volunteer opportunities and role descriptions based on museum needs
- Raises staff awareness of the role and function of volunteers
- Ensures appropriate support, training and recognition for volunteers
- Organizes profile-raising events to recruit new volunteers
- Interviews volunteers and ensures they are appropriately matched and trained for a position
- Monitors, supports, and motivates volunteers and their work.
- Participates in all staff and department meetings
- Performs other duties as may be required

QUALIFICATION, SKILLS AND ABILITIES REQUIRED

Education/ Experience Required

- Bachelor's degree preferred
- Ideal candidate will have 3 or more years of experience in membership, development, volunteer programs, customer service and/or not-for-profit work

Skills and Abilities Required

- A solid background and interest in the arts and humanities is preferred
- Excellent interpersonal skills and the ability to create and maintain personal relationships
- Excellent written and verbal communication skills
- Excellent customer service skills
- Excellent computer proficiency (MS Office – Word and Outlook); including database software (Blackbaud Altru preferred). Strong Excel skills and experience with spread sheets required
- Familiarity with database management
- Proficiency working with detailed information with a high degree of accuracy.
- Exceptional organizational and analytical skills
- Detail-oriented, highly efficient professional who works well independently and as part of a team
- Management of multiple projects simultaneously and see that each continues to move forward as necessary
- Ability to handle sensitive information and maintain confidentiality and decorum
- Ability to work in non-profit environment; adhere to deadlines; demonstrate flexibility in meeting shifting demands and priorities, while maintaining a positive attitude and providing exemplary customer service
- Ability carry out assignments to completion within parameters of instructions given, prescribed routines and standard accepted practices
- Ability to train, direct, manage, evaluate, and motivate volunteers

- Ability to manage effective working relationships with staff, volunteers, and members of the public; exercise tact and diplomacy at all times; demonstrate an understanding of protocol and sensitivity to cultural diversity issues; nurture a positive working environment

PHYSICAL REQUIREMENTS

- Must be able to remain in a stationary position for extended periods of time operating a computer and other offices productivity devices such as a calculator, telephone, and copy machine.
- Must be able to adapt to high pace environments occasionally moving/lifting light weight equipment and other work-related objects up to 25lbs.
- May have to work late nights, weekends and in outdoor weather.
- Must be fully vaccinated for Covid-19
- Able to safely and successfully perform the essential job functions consistent 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

This job description indicates in general terms, the type and level of work performed, as well as the typical responsibilities of this position. Management reserves the rights to modify, change, add or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Nothing in this position description changes the at-will employment relationship between Museum of Fine Arts and its employees.

TO APPLY

Please address resume, letter of interest and salary requirements to the Human Resources Department at the Museum of Fine Arts, St. Petersburg, and email to:
MemCoordinator@mfastpete.org or mail to the following address:

Human Resources
Museum of Fine Arts
255 Beach Drive N.E.
St. Petersburg, FL 33701-3498

No phone calls please.