

Job Announcement

Development Operations and Memberships Team Lead

Position Summary

The Development Operations and Memberships Team Leader is a data-oriented fundraising strategist who excels at revenue generation and develops the tools that empower external fundraisers to meet ambitious fundraising goals and improve the donor experience. The ideal candidate is a creative problem-solver who is energized by organizing and optimizing efficiency and strategy development. Possesses a continuous improvement mindset and can effectively collaborate across functions and teams. Collaboration includes, but is not limited to, policy development, campaign planning, donor cultivation and stewardship activities and data management.

This position leads the Membership team, responsible for innovative revenue generation campaigns catered towards tiered Member categories. The Team Leader maximizes prospect identification in the Membership pipeline through personalized outreach and improved prospect research. The process includes working closely with the Chief External Relations Officer, Sr. Membership Manager and frontline fundraisers to translate annual revenue targets into actionable strategies while providing functional leadership and expertise.

This position requires a demonstrated ability to identify problems and opportunities, evaluate alternative approaches, generate data-driven solutions and facilitate interaction with key stakeholders with sound judgment and a high-level of self-direction.

This is a full-time position that reports to the Chief External Relations Officer and has five direct reports.

Responsibilities

Functions may include, but are not limited to:

Build streamlined development strategies overseeing portfolio management and prospect management/research.

- Increase team efficiency and revenue generation through innovative donor relations and recognition activities (e.g. data analysis, segmentation and moves management planning). Foster partnerships with high-value institutional funders, major individual donors, and other key stakeholders; creating and executing appropriate stewardship plans; and scheduling and drafting nuanced, tailored materials.

- Develop and support the implementation of multi-year cultivation, solicitation and stewardship plans for major gifts, corporate and institutional supporters – facilitating deeper connections between donor interests, philanthropic goals.
- Lead and manage donor segmentation strategies; continuously monitor and make recommendations for improvements, as needed.
- Oversee implementation of Membership services, including events, member stewardship, prospect research, and Membership campaigns targeted at retention and cultivation.
- Provide necessary and accurate data analytics to streamline fundraising activities and inform overall Development strategy.
- As a member of the Advancement leadership team, participate in long-range strategic planning for NMWA.
- Participate in the planning and execution of direct mail appeals.
- Oversee the selection, performance management, and development of direct reports, working closely to grow skill levels in fundraising and cross-functional collaboration to achieve fundraising goals.

Supervision of donor services functions and management of Development Operations systems.

- Design, lead, and evaluate the systems, processes and tools that allow for the efficient and accurate operational components of the fundraising and marketing teams including constituent management, analytics and reporting, gift management (processing, acknowledgments, and agreements), and high-quality prospect management for the development team.
- Ensure all written communication with, and reports from, high-level development prospects are captured in and reportable from CRM.
- Gather requirements, develop specifications, and lead the documentation of new processes and procedures (gift acceptance policies, planned giving, etc.).
- Measure, monitor, and provide feedback regarding business process performance.
- Project manage major and/or cross-functional initiatives.
- Timely and accurate gift processing, pledge management, and acknowledgement letter production.
- As needed, support finance and program departments in execution of pre-and-post-grant award activities including budget development, revenue forecasting, financial and programmatic reporting.
- Oversee development and implementation of data and systems integrity plans to ensure high-level quality control, assurance, and security.
- Investigate and lead efforts to analyze and improve effectiveness of systems-driven constituent (current and prospective) engagement and pipeline development activities.
- In collaboration with others, create tools and dashboards for fundraising teams.
- Oversee cross-functional work with the finance team to maintain accurate records and schedule of receivables (donor pledges and commitments) and award requirements.

- Work cooperatively with NMWA staff and perform other duties as assigned by the Chief External Relations Officer.
- Collaborate with and support the Sr. Membership Manager.
- Coaching and mentoring members of the Development team.
- Support the overall mission of NMWA through its outreach to donors, fundraising events, and other programs.

Qualifications

- Minimum of a Bachelor's Degree
- 7+ years of experience in fund development, museums, higher education alumni relations, nonprofit management or a related and relevant field
- 3+ years prior supervisory experience
- In-depth understanding of all aspects of development
- Experience leading / managing projects with a problem-solving mindset and strong facilitation skills
- Ability to handle sensitive and/or confidential constituent data pertaining to scholars, donors, volunteers, and other stakeholders
- Have equal comfort with and willingness to take on high-level conceptual work and to engage at a granular level
- Exceptional editing and proofreading skills
- Proficient with CRM systems and fundraising applications
- Commitment to excellence with strong organizational ability and exceptional attention to detail
- Highly motivated and adaptable with a strong work ethic; operate with honesty, integrity, and a positive attitude
- Ability to work on several projects concurrently while effectively managing priorities and meeting deadlines
- Strength in establishing and maintaining cooperative and effective working relationships with others
- Cultural sensitivity and ability to work collaboratively with diverse groups of people
- Ability to work some weekends and evenings for events

If much of this job description describes you, then you are highly encouraged to apply for this role, even if you don't meet 100% of the qualifications. We recognize that it is highly unlikely for an applicant to meet 100% of the qualifications for a given role, and that every candidate brings unique experience and qualifications to a role. We are excited to meet you!

Compensation

The salary range for this position is \$145,000 to \$155,000 annually commensurate with experience and includes a benefits package.

How to Apply

Please apply through NMWA's online job application portal. To request accommodations in the application or hiring process, please notify NMWA's Human Resources department at hr@nmwa.org.

The National Museum of Women in the Arts is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by federal, state, or local laws.

Successful candidates will be subject to reference and background checks. To comply with tax and legal obligations all candidates must reside in Washington, D.C., Maryland, or Virginia. Candidates must be legally eligible to work in the U.S. without visa sponsorship by NMWA.