

## Member Relations Coordinator

<b>Classification:</b>	Full-time, Hourly, Non-Exempt
<b>Anticipated Hiring Range:</b>	\$17.69- \$21.63 (paid biweekly)
<b>Other Information:</b>	Benefit Eligible, regularly scheduled to work Monday through Friday; may be required to work some weekend/after-hours shifts.

Fort Collins Museum of Discovery (FCMoD), is a unique public/private partnership that engages visitors in an innovative learning environment. As Northern Colorado's only AAM accredited museum (American Alliance of Museums), and only ASTC-affiliated museum (Association of Science-Technology Centers), FCMoD occupies a pivotal space in the cultural and educational life of our region and creates extraordinary opportunities for visitors to engage with experiences that explore the interplay of science and culture in ways that are deeply relevant to our community, our geography, and our shared history.

FCMoD promotes a team environment where curiosity, not certainty, informs our work. The Member Relations Coordinator will utilize this mindset to successfully cultivate relationships, foster collaboration, and support a culture of trust with colleagues, partners, and stakeholders.

The Member Relations Coordinator provides leadership and support for FCMoD's members, spanning from individuals to families of all structures, to community partner organizations. Our membership program is supported by a portfolio of purchased, grant-funded, and sponsored memberships.

This position will be responsible for identifying and coordinating initiatives, programs, and activities to engage and build the museum's membership programs, assess effectiveness through feedback and alignment with community level data, and provide reports and presentations to inform decisions that will foster the trajectory of the program. This position, in partnership with colleagues, community partners, and stakeholders, will develop strategies to engage and serve our membership program participants effectively. The Member Relations Coordinator will also work with our [Discovery for All](#) program, which offers museum-wide access initiatives, such as free walk-in admission through the Explorer Pass program, Early Childhood Memberships in partnership with Poudre and Thompson School Districts, cost-shared Library Pass program, and the Community Circle Membership program for agency partners.

A successful candidate will understand the value of relationship building and have excellent customer service, communication, planning, and administrative skills with keen attention to detail and a strong sense of aesthetics. Excellent organizational and problem-solving skills are a must.

## **ESSENTIAL DUTIES & RESPONSIBILITIES**

- Collaborate across the organizational network to ensure access and membership opportunities at FCMoD are infused within all museum activities.
- Coordinate and plan member relations activities designed to build connections, trust, and collaboration between FCMoD and the Northern Colorado community.
- Maintain and expand existing partner relationships with individual members, community service agencies, and school districts using their primary language, to achieve effective reach and sustainability of the program.
- With colleagues, identify and implement strategies for increases in acquisition and retention.
- Evaluate effectiveness of program and associated activities. Compile statistics and data – ensuring accuracy.
- Work across the organizational network to establish, implement, and monitor program budget, grant budgets, and program scope to serve target audiences.
- Coordinate off-site and on-campus initiatives that support membership, access, and long-term engagement.
- Remain up to date on best practices in the field. Shape FCMoD's best practices to serve museum and community goals.
- Maintain member records in database and ensure administrative activities related to the membership program are completed regularly and accurately.
- In collaboration with colleagues, create and coordinate branded member communications in multiple languages including newsletters, passes, renewals, appeals, and stewardship and acquisition campaigns.
- Communicate and document program strategy, relevant process and policy, and impacts through regular reporting.
- Communicate timely membership and access information updates to museum team.
- Other duties may be assigned.

## **KNOWLEDGE, SKILLS, & ABILITIES**

- Demonstrated cultural competence to effectively interact, work, and develop meaningful relationships with people of diverse identities, perspectives and cultural backgrounds.
- Excellent written and verbal communications skills, administrative skills, and high attention to detail.
- Ability to work with multiple languages, including comfort with the utilization of translation and interpretation processes.
- Ability to communicate effectively in English; proficiency in one of the primary languages spoken by our community (Spanish, Arabic, Korean, Mandarin Chinese) preferred.

- Strong learning orientation. Leverages all resources and is creative in ways of learning for self and sharing with others to continue adapting to changing issues and trends.
- Experience in organizing projects, creating organizational plans, meeting deadlines and managing details.
- Knowledge of the basic principles and concepts related to philanthropy.
- Ability to work in a fast-paced, adaptative environment, able to analyze situations, responding quickly to deliver effective solutions.
- Understand issues and conditions facing under-resourced youth and their caregivers.
- Ability to represent FCMoD in a professional and positive manner at all times.
- Proficiency with computer applications, including Microsoft Office and internet-based platforms. Experience with Altru software a plus.
- Knowledge of grant project management principles, reporting and supports.
- Ability to travel to various locations in Fort Collins.

### **EDUCATION & EXPERIENCE**

Completion of secondary education, such as a High School Diploma or GED required; some college preferred in related field. At least three (3) years of experience in community engagement, communications, community outreach, customer service, or membership development. Experience working with diverse populations highly desirable. Will consider any equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications.

We recognize that a successful candidate will meet many of the requirements in this job description but may only meet some of the qualifications. We encourage applicants to apply if much of this job description describes them. As part of our commitment to a diverse, equitable, and inclusive workplace, we invest in building teams with various backgrounds, identities, and experiences.

### **LANGUAGE SKILLS**

Ability to effectively and concisely present information in multiple formats and respond to questions from the general public and co-workers. Ability to write reports, business correspondence, and procedural guidelines. Additional language proficiency highly desirable.

### **SUPERVISORY RESPONSIBILITIES**

This position may coordinate staff schedules, task assignments, and oversee volunteers and interns from time to time.

### **VALUES-BASED BEHAVIORS**

- Listens attentively to others. Asks clarifying questions to gain a better understanding of the other person's views and assumptions.
- Works effectively in a team environment and actively participates in joint problem solving; willingly cooperates with co-workers.

- Identifies and takes advantage of opportunities for personal and professional development.
- Comes to meetings prepared and on time; honors work commitments; follows through on commitments; meets deadlines.
- Collaborates with other work groups and outside organizations as appropriate, in a proactive and responsive manner.
- Honors the private and confidential matters of co-workers. Protects the proprietary and confidential information of FCMoD.
- Follows rules, regulations, and policies. Positively contributes to implementing changes.

### **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. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to stand; walk; and use hands to handle, feel or motion. The employee is occasionally required to reach with hands and arms and stoop, kneel crouch or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 40 pounds. FCMoD adheres to requirements set forth by the Americans with Disabilities Act.

### **CERTIFICATES, LICENSES, & REGISTRATIONS**

Driver's license or ID card issued by a State or territory of the United States is required.

### **COMPENSATION AND BENEFITS**

- Classification: Full time, hourly, non-exempt
- Hourly Rate: \$17.69-\$26.53 per hour (paid biweekly)
- Benefit eligible

The Member Relations Coordinator is an hourly, non-exempt position that is eligible for defined benefits under the Fort Collins Museum of Discovery Nonprofit Partner. This position is eligible for 11 paid holidays, accrued personal time off and sick time. The nonprofit partner offers employee-sponsored health, dental and vision insurance, and employee assistance program.

**APPLICATION PROCESS**

Interested applicants can apply by filling out the Member Relations Coordinator application at [fcmod.org/jobs](http://fcmod.org/jobs). Applicants should be prepared to upload a digital cover letter, resume, and three professional references. If there is a need, materials can be submitted to Michael Allison, Director of Business Operations, at [mallison@fcmod.org](mailto:mallison@fcmod.org). Applications will be reviewed, and selected candidates will be interviewed. Additional analysis may be conducted. Hiring is conditional upon a successful background check; additionally, a drug screening may be required.

**FOR OFFICE USE UPON HIRE**

I have reviewed and understand the essential functions of this job description and am able to perform each function with / without (circle one) accommodation. I further acknowledge that this job description is a general description of the duties of this position and changes in responsibilities may be required periodically by my supervisor.

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Signature

Date