

JOB DESCRIPTION

JOB TITLE: Membership Manager
DEPARTMENT: Institutional Advancement
REPORTS TO: Head of Patrons
DURATION: Full Time with 3 months probation

BACK GROUND: Zeitz Museum of Contemporary Art Africa (Zeitz MOCAA) is a public not-for-profit museum dedicated to contemporary art from Africa and its Diaspora. Over one hundred galleries, spread over nine floors, are dedicated to a large cutting edge permanent collection; temporary exhibitions; and Centres for Art Education, Curatorial Excellence, Performative Practice, Photography, the Moving Image, and the Costume Institute all housed in a unique re-imagining of what were once grain silos at Cape Town's V&A Waterfront.

JOB SUMMARY: The Membership Manager is a key position in the Institutional Advancement Department, responsible for managing all aspects of the member acquisition and renewal processes. It is a client-facing role, requiring both excellent client-management skills, and strong systems and database experience to oversee the membership process and member communications. The Membership Manager works closely with both the Head of Patrons and Events Manager to drive member engagement and communications, and with the Front of House Manager to ensure excellent member relations and revenue reporting. In addition to managing administrative and gift processing support within the Department – maintaining the integrity of donor financial records and files – the Manager participates in all fundraising activities including donor and sponsor relations, as directed and assigned. The Membership Manager supervises two staff, including a Database Assistant and Membership Assistant, within the department.

ESSENTIAL JOB FUNCTIONS INCLUDE:

- Managing all aspects of member relations, both client-facing and administrative duties.
- Working with the assistants to oversee accurate data entry into various platforms and systems, including data cleansing, and manipulation.
- Managing donor records and files; and, other records related to membership.
- Responsible for the production of lists and reports as needed by the Advancement and Membership offices.
- Draft acquisition, renewal, and reinstatement correspondence copy.
- Manage acknowledgments for various campaigns; draft/edit personalised acknowledgements as needed.
- Reporting on key membership and development metrics on a daily, weekly, and monthly basis.
- Provide support for various development activities including campaigns, fundraisers, member cultivation, patron events and travel programs.

MINIMUM QUALIFICATIONS:

Bachelor's degree, and three years related work experience. Membership, client or customer management experience a plus.

KNOWLEDGE, SKILLS AND ABILITIES:

- Strong client or customer management experience – membership experience highly desirable.



- Highly personable, with excellent spoken and written English.
- Strong organisational skills with ability to prioritise and manage multiple tasks and responsibilities.
- Excellent research, writing, editing, proofreading, and verbal communication skills.
- Strong computer skills, particularly in MS Word & Excel for reporting and analysis.
- Database and CRM experience is essential.
- General knowledge of the utilisation of information systems to support fund-raising activities.
- Excellent attention to detail, and a high rate of productivity.
- Ability to handle confidential records and sensitive donor information with discretion and confidentiality.
- Ability to work evening hours for donor events and some weekends, as necessary.

As a cutting edge equal opportunity institution, Zeitz MOCAA celebrates diversity in all its forms including gender, race, creed, and orientation. Zeitz MOCAA is committed to Employment Equity and particularly welcomes applications from suitably qualified Historically Disadvantaged Individuals (HDIs) for this position.

To apply please send your CV and a covering letter to: careers@zeitzmocaa.museum, closing date, 23 November 2018.

Physical address:

Silo District, V&A Waterfront, Cape Town, South Africa, 8002

Contact details:

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