



IOLANI PALACE

The Friends of 'Iolani Palace Job Description

Position:	Membership Program Manager
Department:	Development
Reports To:	Director of Development
FLSA Status:	Full-time, Exempt
Pay Scale:	\$55,000 - \$65,000 annually
Approved by:	Executive Director
Approved Date:	January 6, 2023

Position Summary

The Membership Program Manager practices trust-based philanthropy that is donor-centered and adheres to ethical fundraising best practices, key for building sustainable, engaged, and diverse pipeline of The Friends of 'Iolani Palace (FOIP) stakeholders and advocates.

The Membership Program Manager is primarily responsible for the acquisition, stewardship, and retention of The Friends of 'Iolani Palace (FOIP) members and for engaging members in ways that ultimately lead to successfully securing and expanding the membership base. This position works strategically and creatively with FOIP leadership, especially the Director of Development, Executive Director, and Guest Services.

Essential Duties and Key Responsibilities:

- Oversee annual budget for membership program ensuring strategies are meeting/exceeding financial and membership growth goals while keeping expenditures on track.
 - Create and implement innovative membership engagement & recognition strategies that retain/upgrade current members and increase & diversify membership base.
 - Develop and implement new member acquisition, monthly renewal and lapsed renewal mailings, and online membership processing.
 - Process all incoming membership and donor gifts during administrative business hours including daily deposits, donor gift acknowledgements, and membership fulfillment.
 - Interact with members and donors, and prospective and potential members in person, by phone, email, and mail.
 - Maintain up-to-date member and donor information and accurate giving documentation in FOIP's CRM database.
 - Analyze and provide monthly membership and donor financial and statistical reports to the Director of Development and Finance that will be part of the Development report to the FOIP Board of Directors.
 - Create, administer, and evaluate membership benefits for appeal to members and cost to organization.
 - Refresh membership printed collateral and online presence as necessary.
 - Maintain and refresh inventory for membership fulfillment as needed.
 - Coordinate the FOIP annual membership meeting.
 - Develop, implement, and refresh standard operating procedures for processing of memberships and donations.
 - Willingness and ability to work some evenings and weekends as required.
 - Other duties as assigned, including assistance with other FOIP projects and events when needed.
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Qualifications and Skills

- Bachelor's degree, or equivalent combination of education and experience, required.
- 3+ years of nonprofit fundraising and membership program experience.
- Ability to prioritize and manage multiple tasks, to analyze and solve complex problems, and to exercise sound judgment.
- Desire to continually learn and develop professionally while exhibiting respect for diverse viewpoints.
- Strong interpersonal skills, interacting with others with courtesy and tact and cultural sensitivity building relationships with diverse populations.
- Excellent communication skills, including verbal, written, and public speaking.
- Creativity and a strong sense of integrity are important.
- The ability to create and implement systems and processes.
- Proficiency in Microsoft Word, Excel, and PowerPoint, Google mail and calendar, and donor/member-based CRM. Knowledge of Adobe Acrobat, Neon One, Arts People, and QuickBooks is a plus.
- I-9, Employment Eligibility Verification and background check are required.
- Valid HI driver's license with a clean driving record and use of a personal insured vehicle to travel.

Work Environment

- Work is performed in person, Monday through Friday, in an office environment.
- When needed to work some evenings and weekends, work may be performed in 'Iolani Palace, on the grounds of 'Iolani Palace, or other community setting.
- Prolonged periods of sitting at a desk and working on a computer and talking on the telephone.
- Must be able to lift 30 pounds.

This job description is a summary of job, duties, responsibilities, and qualifications and in no way states or implies that these are the only duties to be performed by the employee filling this position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by their immediate supervisor.

For questions or to submit a resume, email jobs@iolanipalace.org.