



## PROVINCETOWN ART ASSOCIATION AND MUSEUM

460 Commercial Street | Provincetown, MA 02657 | 508.487.1750 | paam.org

*Job Title:*           **MEMBERSHIP & DEVELOPMENT ASSOCIATE**

*Department:*      Administration

*Location:*         Provincetown, Massachusetts

*Hours:*             Regular Part-Time (up to 24 hours per week), Non-Exempt

*Reporting to:*     Chief Development Officer

The Provincetown Art Association and Museum is a nationally recognized, year-round cultural institution that fuses the creative energy of America's oldest continuous arts community with the natural beauty of Outer Cape Cod that has inspired artists for generations.

### SUMMARY OF POSITION

The **Membership & Development Associate** is a regular part-time position that works closely with the Chief Development Officer. The position plays a key role in overseeing PAAM's membership program and provides vital support to our development and fundraising functions, principally in the areas of events and gift processing. Activities include day-to-day program management, planning, communications, and financial reporting. The Membership & Development Associate works directly with PAAM's customer relationship management (CRM) system used to document membership and donor relationships and keeps it accurate and up-to-date. This position also is responsible for organizing PAAM member exhibitions and developing collateral related to each exhibition.

### JOB RESPONSIBILITIES

- Manage the administrative component of PAAM's Membership program.
- Maintain membership and donor records, including the entry and import of member and donor data into our CRM and ensure its integration with PAAM's other databases.
- Support, update and improve the membership onboarding process and CRM database, in collaboration with Chief Development Officer,
- Process memberships and donations, including the preparation and mailing of membership cards, donor acknowledgements, and renewal letters.
- Communicate regularly with members to answer inquiries via email, phone, and in person.
- Organize membership exhibitions, including open, juried, and 12x12 shows. Coordinate art drop-off, sales, and pick-up, and maintain records of transactions. Work with PAAM's Collections Manager and Archivist/Photographer to prepare the exhibitions, including coordination of installation and deinstallation. Create exhibition collateral including labels, checklists, wall texts, etc.
- Support the planning and execution of other membership and fundraising events, including the Annual Meeting, the PAAM Party, the Secret Garden Tour, PAAM Circle activities, and the 12x12 online auction.



- Coordinate volunteers and assign tasks for events.
- Generate membership and donor reports and database queries for accounting purposes.
- Prepare workbook for monthly reconciliation between Finance and Administration of on-line purchases and any non-bookstore financial transactions. Manage weekly bank deposits from on-line payment processing platform.
- Manage vendor relationships for events and any on-site rental agreements for outside events at PAAM.
- Research and provide data to assist in grant writing opportunities, as needed.
- Model and encourage equitable decision-making and enable the organization to reflect an inclusive culture and values.
- Provide additional administrative support as needed.
- Other related duties as assigned.

These responsibilities are a guide to the work that the incumbent will initially be required to undertake. They may be modified to meet changing circumstances and institutional needs.

## **POSITION REQUIREMENTS**

### **Education**

- A Bachelor's degree with coursework in museum studies, art, art history, history, or related field. Equivalent experience can substitute for degree.

### **Knowledge and Experience**

- Experience in a museum, arts/culture organization, education and/or nonprofit organization, ideally in a development or membership role.
- Demonstrated proficiency using a wide range of software, including Google Workspace, Microsoft Office, and Adobe Creative Cloud (in particular InDesign and Acrobat).
- Demonstrated passion for the visual arts.
- *Preferred:* Experience with membership/donor CRM systems (such as Veeva, Salesforce, Abila, Tessitura, Blackbaud, or similar) and mobile fundraising/auction/ticketing platforms (such as GiveSmart, Classy, GiveButter, or similar) is desirable though not required.

### **Skills**

- Excellent communication skills, both written and oral.
- Exceptional planning and organizational skills with the ability to manage multiple projects simultaneously and pay close attention to detail.
- Capacity to work effectively as a team member and take the lead when appropriate.
- Versatile interpersonal skills with the ability to develop and maintain relationships across diverse communities and with a wide variety of PAAM stakeholders, including members, donors, museum visitors, and vendors.

