



JOB OPPORTUNITY
Membership and Volunteer Coordinator
Napa Valley Museum Yountville
Yountville, CA

Position Summary

The Napa Valley Museum Yountville is looking to add one motivated, experienced and energetic person to its busy five person staff. The Membership and Volunteer Coordinator is responsible for planning, organizing, managing, and growing an effective membership and volunteer program and expanding member and volunteer relationships. This role requires maintaining new, existing, and renewing memberships and updating the program database. This individual will foster a positive atmosphere of cooperation with Staff, Volunteers, Members, community partners, and Museum visitors to enhance Napa Valley Museum Yountville's reputation and to advance the Museum's mission and goals.

About Napa Valley Museum

Napa Valley Museum Yountville presents a three-part cultural experience of art, nature, and history through exhibitions, educational programs, and creative activities. The Main Gallery hosts West Coast and world premieres and other major exhibitions. The Spotlight Gallery showcases emerging artists and features noteworthy aspects of local culture. The History Gallery displays selections that exemplify our region's history from among the Museum's permanent collection. With hands-on participatory exhibits and family-friendly activities, the Museum has something to inspire visitors of all ages, languages and interests.

The Napa Valley Museum is a 501(c)3 nonprofit organization with a small, experienced staff of full and part-time employees, plus a dedicated group of Trustees, interns and volunteers. The Museum is undergoing an exciting transition, with record-setting exhibitions, increased membership revenues and world premiere exhibits garnering worldwide press attention. The Museum is supported by donations, sponsorships, grants and earned revenues. This candidate will join a happy team who are making big, positive changes to position the Museum for the future.

Volunteer Management

- Recruit volunteers by means of networking, advertising, events, and etc.
- Assess volunteer needs and coordinate necessary training to ensure they are qualified for the provided task
- Create and manage assignments and responsibilities for volunteers
- Provide guidance, support, resource tools and meaningful work
- Assign and recruit volunteers for special events
- Update volunteers on upcoming events, exhibits, and sign ups
- Maintain and update the Napa Valley Museum Yountville Volunteer Handbook



Membership Management

- Play key role in the recruitment and retention of members
- Develop goals and action plans to expand the membership program
- Manage membership data in NEON database to create and maintain accurate member records; update information; generate reports, and process new members. Assist with transition from old database system Raisers Edge, and work with Finance and Administrative Manager to ensure coordination and reconciliation with accounting and bookkeeping systems and programs.
- Provide members with accurate information on special events, member benefits and services.
- Create and timely send marketing materials including letters, renewals, membership cards, welcome packets, fact sheets, directories, and surveys
- Assist in member fundraising, major gifts fundraising, corporate sponsorships and business memberships, and other fundraising events and programs.

This position supports museum operations during open hours in customer service, cash register, handling cash, and visitor check in, as well as with the Museum Store. This position reports to the Manager of Education and Visitor Experience, as well as to the Executive Director.

Qualifications

- Successful volunteer and member relations and recruitment skills
- Proven track record of Customer Service
- Strong personal ethics, positive attitude and innovative approach to day-today management and responsibilities
- Knowledge and experience working with non-profit, for profit hospitality, and tourist agencies
- Familiarity with the Napa Valley a plus
- Excellent communication and interpersonal skills
- Strong organizational and time-management skills, with an ability to work independently
- Interest in fostering teamwork, and willingness to pitch in as needed, are required.
- Knowledge and experience working with customer or donor databases required; experience with NEON, a plus
- **MUST be able to work both Saturday and Sunday**



Compensation/Employment Status

This is a part time position of 20 hours a week, with some benefits. Compensation is \$16 to \$18 per hour. The nature of this position requires working weekends and some evenings; regular Saturday and Sunday staffing of the Museum would be required. Napa Valley Museum Yountville is an at-will employer, which means either Napa Valley Museum Yountville or its employees may terminate the employee-employer relationship at any time without notice. This position has the potential to become full time in the future, based on the success of the candidate and the needs of the Museum.

How to apply

Please submit letter of interest, resume and salary requirements as one PDF to Eden Chung, eden@napavalleymuseum.org. Subject line should read "Membership & Volunteer Coordinator." Thank you for your interest in the Napa Valley Museum Yountville.