Membership & Development Coordinator
Yellowstone Art Museum

Department: Development
Reports to: Special Events & Development Manager
Position Type: Full-Time
Salary/rate: $46,000-$54,000, Exempt

Position Summary

The Yellowstone Art Museum (YAM) seeks an organized, personable, and enthusiastic Membership & Development Coordinator to lead the museum's membership program and support its annual fundraising initiatives. This position plays a central role in building and sustaining meaningful relationships with museum members, growing the membership base, and ensuring that members feel valued, engaged, and connected to the YAM.

The Membership & Development Coordinator is responsible for membership recruitment, retention, renewals, and benefits administration, as well as coordinating the museum's recurring annual fundraising appeals. Working collaboratively with colleagues across Development, Marketing, Curatorial, and Visitor Experiences, this position helps strengthen the museum's community of supporters and advance its mission.

Essential Duties and Responsibilities

Membership Management & Growth

- Lead the day-to-day management of the museum's membership program, with an emphasis on member recruitment, retention, and engagement.
- Develop and implement strategies to attract new members, increase membership renewals, and encourage upgrades to higher membership levels.
- Cultivate and maintain positive relationships with current and prospective members, providing responsive, personalized communication and excellent customer service.
- Manage the monthly membership renewal process, including renewal notices, follow-up communications, and outreach to lapsed members.
- Oversee the fulfillment and annual administration of membership benefits across all membership levels, ensuring members receive the benefits and recognition associated with their support.

- Work with the museum’s Finance & Membership Specialist to maintain accurate membership records in the museum's constituent database, including contact information, membership status, renewal dates, and communication history.
- Collaborate with the Marketing team and Social Media Coordinator to develop and implement membership recruitment campaigns, promotional materials, and communications highlighting membership benefits and opportunities.
- Coordinate the promotion of member-exclusive events and programs, working with colleagues across departments to encourage participation and deepen member engagement.
- Track and report membership performance, including new memberships, renewals, retention rates, revenue, and overall membership growth.
- Identify opportunities to strengthen the membership program through improved communications, member experiences, and engagement strategies.

Annual Fundraising Appeals

- Coordinate the planning and implementation of the museum's recurring annual fundraising appeals, including the Mid-Year Appeal, the Annual Appeal (November/December), Yellowstone Valley Gives, and Giving Tuesday.
- Work with Development and Marketing colleagues to establish appeal timelines, develop messaging, coordinate mailing lists, and execute print, email, and digital fundraising communications.
- Manage appeal logistics, including donor segmentation, mailing preparation, production schedules, and coordination with outside vendors as needed.
- Ensure timely acknowledgment and appropriate stewardship of donors who contribute through annual appeals.
- Track and report appeal results, including participation, revenue, and progress toward fundraising goals.
- Help evaluate appeal performance and identify opportunities to improve future fundraising efforts.

Development Department Support

- Collaborate with the Special Events & Development Manager and other team members to advance the museum's fundraising and donor engagement goals.
- Assist with the planning, preparation, and execution of fundraising events, donor gatherings, and other special events as needed.
- Participate in monthly Development Committee meetings and provide membership updates.

- Support donor stewardship activities, including correspondence, acknowledgments, and recognition efforts.
- Maintain accurate constituent and gift records in the museum's donor database in accordance with established procedures.
- Work collaboratively with colleagues across museum departments to ensure a consistent and welcoming experience for members, donors, and visitors.
- Perform other related duties as assigned in support of the museum's mission and development priorities.

Key Performance Expectations

Success in this position will be measured through progress toward established departmental goals, including:

- Membership Growth: Increase the number of active museum members through consistent recruitment and outreach.
- Member Retention: Improve annual renewal rates and strengthen engagement with existing members.
- Membership Revenue: Meet or exceed annual membership revenue goals.
- Member Stewardship: Ensure timely renewals, accurate records, and consistent delivery of membership benefits.
- Annual Fundraising Appeals: Successfully execute recurring appeals on schedule and contribute to achieving annual giving goals.
- Collaboration: Build strong working relationships across departments and contribute positively to Development team initiatives.

Qualifications

Required Qualifications

- Bachelor's degree or equivalent combination of education and relevant professional experience.
- Strong interpersonal skills and an enthusiasm for building relationships with a diverse community of supporters.
- Excellent written and verbal communication skills, with attention to accuracy, tone, and detail.
- Strong organizational and project management skills, including the ability to manage multiple deadlines and recurring responsibilities.

- Proficiency with Microsoft Office and comfort learning and using donor management databases and digital communication platforms.
- Ability to work collaboratively with colleagues across departments while independently managing assigned responsibilities.
- Commitment to the mission of the Yellowstone Art Museum and an appreciation for the role of arts and culture in the community.

Preferred Qualifications

- Experience with museum or nonprofit membership programs.
- Familiarity with fundraising appeals, donor stewardship, and annual giving campaigns.
- Experience with donor management or CRM systems, particularly DonorView.
- Experience coordinating direct mail, email marketing, or digital fundraising campaigns.
- Knowledge of membership retention, recruitment, and engagement strategies.

Physical & Work Requirements

- Ability to work in a dynamic, event-driven environment and manage multiple priorities.
- Ability to attend and work at evening and weekend events as required.
- Ability to occasionally lift, carry, or move event materials and supplies.
- Ability to travel locally for donor, sponsor, community, and event-related meetings.

This position is based at the Yellowstone Art Museum in downtown Billings, Montana. Occasional evening and weekend work will be required to support museum events, member programs, and fundraising activities.

The Yellowstone Art Museum's open-door policy is intended to ensure that all employees are treated with dignity, equity, respect, and trust. All employees are expected to participate in open and honest communication whereby employees respect input they receive, they listen, clarify, and strive for consensus.

The YAM is Equal Opportunity Employer, celebrating diversity in all forms and in all aspects of our work. Applicants from all walks of life and identities, including persons of color, LGBTQ+, are strongly encouraged to apply.

To Apply:

Application deadline is January 18, 2027. To apply, please submit a cover letter, resume, and three professional references to adminassist@artmuseum.org. No phone calls, please.