

Space Center Houston Membership Manager

The mission of Space Center Houston is to inspire all generations through the wonders of space exploration. We aspire to be the leading science and space learning organization in the world. Owned and operated by the nonprofit Manned Space Flight Education Foundation, we are the Official Visitor Center of NASA Johnson Space Center. The center features more than 400 space artifacts, hands-on interactive educational exhibits, and robust youth programs interpreting the exciting future and remarkable past of America's human spaceflight program.

We are currently seeking a full-time Membership Manager to lead the implementation of a new, comprehensive membership program to better engage constituents in advancing the Center's mission. The position oversees all aspects of the Center's membership program including growth in new members, increasing member retention, communications, implementing targeted engagement strategies and supervision of the development & membership coordinator. Responsibilities and qualifications are shown below:

POSITION RESPONSIBILITIES

- Develop and implement an annual plan for membership at Space Center Houston.
- Management of all aspects of the membership program including development of an annual strategic plan to achieve annual donor growth and retention; gift processing, donor recognition and communications to achieve membership goals.
- Launch a new menu of member benefits and oversee implementation and fulfillment; develop in-house procedures for processing, fulfilling and reporting on member utilization of benefits.
- Develop content for member communications such as newsletters and welcome packets; integrate philanthropic messaging into member communications.
- In collaboration with Guest Operations, orient and train a strong front-line membership sales effort to achieve goals and excellent guest service.
- Collaborate with SCH's Communications team to implement direct mail, digital marketing and other marketing efforts related to member acquisition.
- Conceptualize, plan and implement member events for different member constituencies including individuals, families and youth.
- Conduct regular surveys and recommend enhancements based on analysis of survey results.
- Maintain the highest level of confidentiality in all Development and Space Center Houston matters.
- Other duties as assigned.

POSITION QUALIFICATIONS

- Bachelor's degree with a minimum of 5 years of experience in museum or non-governmental organization (NGO) membership with proven success in developing and maintaining a successful membership program.
- Superior interpersonal, written and verbal communication skills.
- Expertise in membership and development communications, including knowledge of on-site, direct mail and digital marketing programs.
- Strong computer skills using Microsoft Office Suite. Experience in the use of database systems for membership tracking and reporting.
- Ability to work with limited supervision.

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- Exceptional organizational skills, the ability to prioritize and manage multiple priorities; and excellent project management skills.
- Strong interpersonal skills with the ability to represent Space Center Houston in a professional and positive manner both internally and externally.
- Available to work some evenings and weekends as required; limited travel may be required.

Space Center Houston is an equal opportunity employer and earned 2016 Houston Chronicle Top Workplaces honors in an anonymous survey of its employees. It has a diverse and inclusive work culture with a creative, fun and collaborative environment.

To apply: Email resume to careers@spacecenter.org. For more information, contact the Human Resources Department at (281) 244-2150 or visit our website at www.spacecenter.org/careers.

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