

## Membership Coordinator

Exempt: Full-time | Wednesday-Sunday 9-5 pm  
Location: 929 E. Wisconsin Ave, Milwaukee, WI 53202  
Reports to: Director of Development

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### Our Mission:

Inspire all children to wonder and explore their world through play and innovative, hands-on learning experiences.

### Position Summary:

The Betty Brinn Children's Museum (BBCM) seeks a Membership Coordinator to facilitate all aspects of member acquisition, communications and stewardship. The position also includes some community relations and data entry responsibilities. The position requires strong customer service skills, advanced computer skills and the ability to perform multiple tasks simultaneously while maintaining a high level of accuracy and organization.

### Responsibilities

- Coordinate BBCM's membership program, including data entry, management and reporting
- Provide excellent member customer service, including daily interaction with members and guests at the Museum
- Cultivate and maintain relationships with new and existing partners through our Access and Business membership programs
- Strategize, create and manage member engagement opportunities
- Draft member communications
- Effectively present information to BBCM staff and stakeholders
- Assist the Director of Development and Executive Director with other development-related activities, as assigned

### Qualifications

- Bachelor's degree preferred or equivalent work experience
- 2-3 years of experience in membership, development or related field

### Skills and Abilities

- Ability to work a non-traditional workweek (9 am - 5 pm Wednesday - Sunday)
- Commitment to exceptional relationship and project management
- Desire and ability to work in a team-oriented work environment
- Excellent written and verbal communication and interpersonal skills
- Prioritize responsibilities and assignments
- Adhere to established data standards and practices. Knowledge of Salesforce is a plus.
- Strong organizational, administrative and computer skills (we use Salesforce and GSuite software)

- Tactfully handle stressful situations, negotiate and resolve conflicts, maintain confidentiality and respect and observe organizational protocol
- Extreme attention to detail and accuracy
- Occasionally move up to 30 pounds and stand for extended periods

**Salary:**

- \$35,000-\$38,000

**To Apply:**

Please send your resume and cover letter to [hr@bbcmkids.org](mailto:hr@bbcmkids.org)

*Betty Brinn Children's Museum provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression or any other characteristic protected by federal, state or local laws.*