



## **Manager of Member and Donor Experience**

Please put "Manager of Member and Donor Experience" in the subject line if you are submitting your application by email.

Position type: Full-time

Basic work week: 37.5 hours per week

### **OVERVIEW**

The Manager of Member and Donor Experience builds enduring relationships with Newfields members and donors through outstanding service, strategic communications, unforgettable cultivation and stewardship events, and a compelling benefit program. This position collaborates with Advancement colleagues to design a wide range of experiences, all intended to move members and donors toward greater engagement with Newfields, along a continuum from interest to ownership.

The Manager of MADE plans and executes an annual program of member and donor society events and communications. They also advise and support Advancement team members on planning and implementing events and communications for all purposes and serve as the interdepartmental contact for all general communication and events matters.

This position manages the implementation of all membership and annual fund outreach, services, events, and communications. This includes working at various levels within the Advancement team, from high-level strategy to guiding detailed event execution and budget tracking and development.

The Member and Donor Experiences Manager works with the Advancement Services Manager to track and monitor the effectiveness of event and communication strategies at every point in the donor lifecycle, monitoring return on investment and ensuring a donor-centered engagement program.

### **Primary Responsibilities:**

*The following responsibilities describe the general nature of work for employees in this position, but this is not intended as an exclusive or all-inclusive inventory.*

- Manage the planning, execution, and evaluation of Newfields Membership, Annual Fund, and Donor Circle events, communications, and experiences.
- Ensure that Newfields members and donors receive outstanding service, meaningful communications, and a compelling array of benefits, programs, and events designed to move them toward increased engagement.
- Oversee the planning and execution of full program of member and donor society events each year.
- Advise team members on event planning and communication development processes in other advancement areas, such as campaign relations, individual donor experiences,

planned giving programs, etc. Serve as interdepartmental contact for all Advancement events and communications related matters.

- Serve as Donor Concierge, assisting donor society members with Newfields related questions and concerns, including ticketing, gift renewal, event registration, and special accommodations.
- Work with Director of Advancement and Director of Leadership Development to define and relaunch marketed donor travel program.
- Provide staff support for Newfields Society Committee.
- Supervise Member Services Associate in efforts to improve our onsite member experience through consistent messaging, procedural efficiency, intuitive way finding, and sales training for Front Desk staff.
- Collaborate with Director of Advancement and Annual Giving Officer to develop annual communications plan for membership and annual giving programs, and supervise Membership and Annual Giving Coordinator in executing these plans.
- Collaborate with Director of Advancement and Annual Giving Officer to develop comprehensive direct response programs in membership and annual giving, including multi-channel renewal, acquisition, and upgrade appeals. Supervise the Membership and Annual Giving Coordinator in the executing these plans.
- Work with Director of Advancement and Advancement Services Manager to streamline membership processes, develop metrics to measure donor experience success, and fine tune MADE reporting.
- Prepare and manage event, donor travel, membership, and annual fund budgets.
- Work collaboratively with marketing, exhibitions, culinary arts, horticulture, public programs, guest experience, and other key departments to ensure membership and annual giving is visible throughout Newfields and integrated with institutional processes.
- Supervisor to our Membership and Annual Giving Coordinator, our Member Services Associates, our interns, and our volunteers

**Required Skills:**

- Excellent oral and written communication skills with a donor-centered manner required.
- High level discretion and diplomacy required; must be able to handle confidential information with sensitivity and tact.
- Attention to detail and ability to balance multiple tasks and demands required.

**Education and/or Experience:**

- Bachelor's degree (B.A.) from a four-year college or university and a minimum of 3-5 years related experience and training or equivalent combination of education and experience required.
- Experience in planning high-level donor events is preferred.
- Knowledge of museum operations and culture preferred.
- Demonstrated success in project management is required.
- Must be able to work across multiple departments with competing priorities, manage budgets, and negotiate with outside vendors.
- Supervisory experience preferred.

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A competitive salary is offered for all positions and a generous benefits package for full-time positions. To perform the job successfully, an individual must be able to perform each essential function satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To apply, please send your resume, cover letter and Newfields application to:

Mail: Newfields  
ATTN: Human Resources  
4000 Michigan Road  
Indianapolis, IN 46208

E-mail: [hr@discovernewfields.org](mailto:hr@discovernewfields.org)

Fax: 317-920-2655

No phone calls, please.

### **About Newfields**

Newfields offers dynamic experiences with art and nature for guests of all ages. The 152-acre cultural campus features art galleries, lush gardens, a historic home, performance spaces, a nature preserve and sculpture park. From inspiring exhibitions in the IMA Galleries, to concerts in The Toby, to a stroll through The Garden with a glass of something cold, guests are invited to interact with art and nature in exciting new ways. Newfields is home to the Indianapolis Museum of Art, among the ten largest and ten oldest general art museums in the nation; the Lilly House, a National Historic Landmark; The Garden, featuring 40 acres of contemporary and historic gardens, a working greenhouse and an orchard; and The Virginia B. Fairbanks Art & Nature Park: 100 Acres, one of the largest art and nature parks in the country. The Newfields campus extends outside of Indianapolis with Miller House and Garden in Columbus, Ind.—one of the nation's most highly regarded examples of mid-century Modernist architecture. For more information visit [discovernewfields.org](http://discovernewfields.org).

### **Diversity**

Newfields recognizes that museum audiences and their interests are changing, and as Newfields transforms our audience experience, we are creating expanded, innovative opportunities to actively engage and entertain our guests. Celebrating the diversity of our donors, guests, volunteers and staff is a key part of this Newfields vision. Diversity is understanding, respecting, and valuing differences, including, but not limited to, race, color, national origin, religion, sex, sexual orientation, gender identity, protected veteran status, disability, or any other legally protected status.

Simply put, we believe our guests and donors are best served by a host team, comprised of both staff and volunteers, that reflects the diversity represented within our communities and that takes full advantage of the unique viewpoints, talents and experiences of each and every person who works here. We strive to attract and retain exceptional employees who feel comfortable in an inclusive culture that supports their ability to thrive and add their voice to the ongoing conversation.

### **Indianapolis**

Indianapolis is a city with a MSA of 2,000,000 people. More than 60% of the population is under 44 years of age and the city's racial demographic [breakdown](#) is approximately 79% White, 16% Black, 3% Asian, and 2% other, with 7% of the overall citizenry identifying as Hispanic. In [2016 Forbes](#) named Indianapolis one of the top 10 cities to live in for young professionals citing its high standard and low cost of living, while [Vogue](#) told its readers not to call Indianapolis a "Flyover City", but to go see how vibrant it is for themselves. With a host of new bars and restaurants, nationally recognized symphony, theater, cabaret, sports teams, and

the [Herron School](#) of Art + Design, Newfield's hometown is a perfect place to build a career and enjoy life.