**Job Description**

**Job Title:** Membership and Office Manager  
**Reports To:** Executive Director  
**Exempt or Non-Exempt:** Non-exempt  
**Salaried or Hourly:** Hourly  
**F/T or P/T:** F/T, 40 hours/week  

**Education:** 1 - 2 years additional education beyond high school.  

**Experience:** 1 – 2 years office experience to include database management. Must be proficient in Microsoft Office products as well as graphic design software such as Canva or Adobe products.  

**Responsibilities:**  
Under the guidance direction of the Executive Director, performs Membership and Office management duties as follows:  

**Membership Management:**  
Promotes the benefits of membership in the organization. Actively works to recruit and retain members. Maintains an **accurate membership and donor database**.  

Using donor software, **prepares monthly and annual membership renewal and donation solicitations** via email and direct mail.  

Enters membership, donation, and pledge transactions into donor software **and uses the software to prepare acknowledgements**.  

Maintains confidentiality regarding donor records, employee’s private personal information, and sensitive organizational information.  

Maintains an accurate count of ticket sales and guests for fundraising and program events at the museums. Builds and monitors ticketing, sponsorship, and donation webpages. Keeps Executive Director and Event Organizer apprised.  

Assists in maintaining the website, social media, and online presence of WHM.  

Assists in creating e-newsletters for members and the community.
**Office Management:**
Answers phone calls, taking messages when needed. Responds to website and social media direct messages as well as email correspondence for the *office, employment,* and *youth programs* inboxes.

Provides operational and office support to WHM sites and Museum Store.

Reviews biweekly staff timesheets for completeness and accuracy, performs other payroll duties when necessary.

Schedules school and group tours, interfacing with Fredericksburg’s economic development and tourism department when needed. Apprises key staff of group tour bookings. Prepares invoices for group tours upon request.

Serves as WHM contact for service contractors such as HVAC, security, etc. Creates and maintains a file of current Certificates of Insurance or W-9s for all contractors. Secures new certificates as needed.

Purchases supplies for the organization. Maintains accurate expense reports.

Makes accurate bank deposits as necessary, and reports online ACH deposit information to the bookkeeper.

Assists with technical issues such as occasional AV setup, telephone, computer, and Square POS matters.

**Reports:**
Prepares monthly and quarterly membership reports for Executive Director.

Prepares monthly and annual visitation reports for Executive Director and City of Fredericksburg EDT staff.

Provides data and assistance to Executive Director in preparation of the annual Financial Statements and 990, Workers Compensation Audit, and Annual Report.

Takes minutes for WHM staff meetings.

**Other:**
Performs such other duties as may be assigned.