



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
In Person/Remote:	In person, essential employee
Education:	1 - 2 years of post-secondary education beyond high school or GED
Experience:	1 – 2 years office experience to include database management

Technical Skills:

Proficiency in Microsoft Office Suite (Word, Excel, Outlook, etc.)

Experience with graphic design tools such as Canva, PowerPoint, or Adobe

Experience in AV recording, transcription, and posting

Position Summary

Under the direction of the Executive Director, the Membership and Office Manager is responsible for managing membership and donor services, supporting office operations, and assisting with technology and communications. This role requires a high level of organization and attention to detail. Must maintain strict confidentiality in all donor, employee, and organizational matters.

Requires ability to lift and carry up to 40 lbs., climb stairs, traverse uneven terrain.

Key Responsibilities

Membership and Donor Management

Promotes the membership benefits to actively recruit and retain members

Uses donor software to prepare and distribute membership renewals, donation solicitations, and pledge reminders. Records and acknowledges gifts in donor software, maintaining accurate records. Creates and maintains supplemental tracking tools (e.g. Excel spreadsheets) as needed.

Builds and manages online pages for ticketing, sponsorships, silent auctions, and donations. Provides regular data reports to the Executive Director and Event Organizer(s).

Occasionally assists with website updates, social media, and online presence of WHM.

Creates and distributes e-newsletters to members, donors, and the community.

Office Management:

Answers and directs phone calls, taking messages when needed. Responds to website and social media direct messages as well as distributes email correspondence as needed for all shared email inboxes.

Prepares schedules for 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 tour groups upon request.

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.

Maintains contractor records, including Certificates of Insurance and/or W-9s; obtains updated documents as required.

Purchases offices and program supplies for the organization. Maintains accurate expense tracking.

Prepares accurate bank deposits and petty cash reports.

Technology Support:

Assists with AV setup, transcription, and posting for lectures

Provides basic support for phones, computers, and Square Point of Sale (POS) systems; serves as primary liaison with IT contractor for technical issues

Reports:

Prepares monthly and quarterly membership reports for Executive Director.

Assists with data collection for audits, tax filings (990), grant applications, and the Annual Report.

Takes minutes at WHM staff meetings.

Other:

Performs such other duties as may be assigned by the Executive Director.