



Manager, Membership and Special Events

The Connecticut River Museum seeks a manager of membership and special events, who will be an integral member of the Museum's development team. In collaboration with other Museum staff, this person will develop and implement donor engagement strategies for the Connecticut River Museum through membership campaigns, individual and institutional stewardship, and special events. The Manager will have an exciting opportunity to build a robust membership program from a stable base, working across museum departments. This person will also cultivate and manage outside rentals of the Museum facilities. In addition, the Manager will execute a variety of memorable special events and support a robust event schedule related to the celebration of the Museum's 50th Anniversary in 2023-4. The Manager will also take on additional projects that help support the Museum's current five-year strategic plan.

This position requires a detail-oriented, proactive, and dynamic individual who enjoys engaging with the public. An ideal candidate has strong communication and program management skills, excellent customer service, the ability to solve problems, and creativity. The position requires the ability to coordinate with vendors and representatives as well as support members and donors at all levels.

The Museum provides competitive compensation and benefits for all eligible employees. This is a full-time, exempt position.

Key Responsibilities:

Membership

- Manage relationships with all CRM members, through database management, renewal letters /e-mails, coordination of mailings, special promotions and more.
- Assist members with day-to-day needs, promoting member benefit usage.
- Provide timely communication with all members and fulfill all membership processing.
- Evaluate effectiveness of current membership program services, benefits, and policies, relating to retention and acquisition of members. Recommend and implement changes to improve effectiveness and appeal.
- Serve as the primary representative of the membership program on a daily basis, and at all membership events, including exhibition openings, Museum programs, and members-only cultivation events.
- Manage all discount programs (e.g. NARM) for members and develop reciprocal partnerships with area cultural institutions.
- Generate reports to measure results of membership campaigns, and overall membership retention and growth.

Special Events

- Manage budget, logistics, staff, and vendor relationships and provide on-site management for Museum events including opening receptions, receptions for programs, fundraisers, galas, and other cultivation events.
- Cultivate and provide support and on-site management for private rentals hosted on site.
- Provide leadership for events related to CRM's 50th Anniversary celebration.

- Work with development staff to create event strategies that consider all aspects of fundraising at CRM and take advantage of all opportunities and partnerships available.
- Ensure that all outside permitting and insurance needs are up to date.

Other

- Share in the day-to-day operations of the organization, collaborating across departments and providing support as necessary for special projects.

Education, Experience and Skills

- Bachelor's Degree and relevant work experience in special events, public programs, and/or membership required.
- Experience with donor database management; experience with Salesforce a plus.
- Excellent organizational skills; must be highly detail oriented and comfortable working on multiple projects year-round while prioritizing and meeting deadlines.
- Proven ability to work successfully in a team, with a supervisor, senior staff, members, and donors while maintaining an entrepreneurial spirit.
- Strong interpersonal skills and commitment to a high level of customer service with a desire to "get the job done."
- Proven track record of success in helping to organize special events and work with donors.
- Excellent event planning skills and experience; ability to conceive and manage events of different scales.
- Work for events on occasional weekends and evenings is required.

Opportunities Going Forward

CRM recently completed a very thorough strategic planning process resulting in a comprehensive strategic plan, *Setting Our Course to 50 and Beyond*. This strategic plan along with CRM's complete statement of values are available at ctrivermuseum.org. Fundraising will play a critical role in CRM's future success.

About the Connecticut River Museum

The Connecticut River Museum (CRM) is a cultural gem dedicated to exploring and celebrating the dynamic relationship between one of America's great rivers and the inhabitants along and around its shores. CRM focuses on the role of the Connecticut River, New England's largest, in the social, commercial, and environmental evolution of its region, from the time of Indigenous Peoples through colonization and industrialization, to the present. By deepening the public's appreciation of the River's importance, CRM seeks to inspire future generations to embrace stewardship of this national treasure, one of only 14 rivers in the country designated by the U.S. government as a National Heritage River. Some 25,000 people from all fifty states and numerous foreign countries visit the Museum each year, including more than 2,500 school-aged children.

This AAM-accredited Museum was founded in 1974 and is now approaching its 50th anniversary. CRM occupies a spectacular waterfront campus and is housed in four historic buildings. CRM's core offerings include:

- a robust array of educational and public programs for youth and adults;
- educational and recreational experiences onboard three vessels that operate from its docks;
- the Onrust, a re-creation of the ship commanded by the Dutch explorer Adriaen Block on his voyage up the River in 1614;
- the RiverQuest, an eco-tour cruiser accommodating 60 passengers; and a 6 passenger aluminum landing craft often used for small education excursions and experiments;
- an extensive collection of marine objects, tools, art, and artifacts (including the famous and highly popular "Turtle," an operational model of America's first submarine);
- permanent and special rotating exhibits exploring diverse aspects of the River's story;
- a distinguished research archive comprising rare books, journals, and manuscripts; and,
- a waterfront campus that serves as the venue for community gatherings and public events, including a summer concert series and lecture series.

The Museum is located six miles upriver from Long Island Sound in the picturesque village of Essex, Connecticut. Essex lies squarely within the tidelands area of the Connecticut River that the Nature Conservancy has named one of the Western Hemisphere's "40 Last Great Places". The village is widely acclaimed for its charming architecture, civic spirit, the natural beauty of its surroundings, cultural amenities, and excellent school system — indeed for its overall quality of life. It is equidistant from New York and Boston and easily accessible to both by rail and car. Major nearby educational institutions, including Yale, Wesleyan, the University of Connecticut, Trinity, and Connecticut College. The abundance of other nearby educational, cultural, and environmental institutions presents rich opportunities for cross collaboration, which the Museum eagerly pursues.

Application Process and Additional Information

Please email your resume and cover letter to jobs@ctrivermuseum.org. Please include your last name and the title of the job in the subject line. Applications will be accepted until the position is filled.

Equal Opportunity Employer

The Connecticut River 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.