

Fort Wayne Museum of Art Job Description



Job Title: Director of Development Services

Department: Advancement and Events

Reports To: Director of Development

Status: Full time, 40 hrs/week, exempt. All full-time employees are offered individual health insurance, long-term disability insurance coverage, life insurance, 403 (b) contribution matching, and retirement referral services. Details about insurance options will be provided at the time of hiring. Health and life insurance benefits begin the first of the month after thirty (30) days of employment and disability benefits begin after six (6) months of employment.

Job Summary: The person in this position plays a vital role in the Advancement Department and contributes actively to the fundraising activities of the museum. The person in this position will serve as a primary contact for museum members and maintain the museum's membership program in all aspects, maintain the donor database, serve as a prospect researcher, assist with donor/member events, participate in fund development activities, and operate the data-driven activities of the museum's fundraising program. The ideal candidate is friendly, detail-attentive, organized, a strong verbal communicator, and enthusiastic for interacting with donors.

Essential Duties and Responsibilities:

- Prepares and mails monthly membership renewal notices; actively pursues membership upgrades verbally and in writing. Serves as primary contact for FWMoA members.
- With the Director of Development, develops and executes an annual plan that focuses on maintaining or growing a strong and sustainable membership base and consistent net revenue from year to year.
- Manages donor databases including gift entry, constituent updates, and creating reports and donor lists.
- Manages all letter campaigns to members and donors.
- Assists the Director of Development and VP & CDO with the management of business and individual fund sources, including but not limited to researching prospects, managing the comprehensive 'ask list', invoicing, tracking payments, and ensuring that all donor wishes and sponsorship benefits are fulfilled.
- Assists with the organization and execution of fundraising/member and other events, especially the annual Gala, donor events, and other events as assigned.
- Works to ensure high quality member and donor servicing at all touch points.
- Works with museum staff to ensure understanding of membership and sponsorship procedures and benefits.
- Manages fundraiser auctions by compiling and organizing items physically and digitally, as well as creating and filing donor acknowledgement paperwork.
- Manages donation requests from the community and distributes donations as appropriate.
- Tracks all admission passes redeemed by the public.
- Manages all tasks related to the museum postage meter and takes outgoing mail to the post office.

- Assists Director of Development in revenue-generating activities in support of the following development programs, including, but not limited to, the Annual Fund, member campaigns, Chalk Walk squares, and more.
- Perform other duties as assigned by the Director of Development, VP & CDO, COO, and/or CEO.

Institutional Leadership and Interaction:

- Keep privileged information confidential and represent the Museum in professional circles and before the public in a way which shall at all times enhance the credibility of the Museum.
- Work cooperatively and productively to fulfill the Museum's goals and objectives.

Professional Development:

- Attend professional meetings, workshops, and conferences as assigned.
- Make and maintain contacts with professional colleagues.

Preferred Qualifications:

- Expertise in Microsoft Office Suite, Bloomerang, The Assistant Manager (TAM), or other comparable CRM software.
- Minimum of 3 years' experience in non-profit donor relations, fundraising, sales, or customer service.
- Excellent verbal and written communication skills.
- Ability to work comfortably, graciously, and professionally with donors, Trustees, and individual prospects.
- Driven to achieve the Fort Wayne Museum of Art's fundraising goals
- Bachelor's degree
- General knowledge and appreciation for art and the humanities
- Respect for deadlines, precision and exacting detail, and high communication standards
- High organization and time management skills
- Ability to work 1-3 evenings per month and occasional weekend events

Interested applicants should submit a resume and cover letter describing their interest in the position and relevant qualifications to Katrina Pandya, Director of Development, at katrina.pandya@fwmoa.org.