

Employment Opportunity**Assistant Manager, Membership and Development Operations {Hybrid}****About the Museum**

The Rubin Museum of Art is dedicated to sharing Himalayan art and cultures with the world. Founded in 2004, the Rubin serves people locally, nationally, and internationally through exhibitions, immersive experiences, digital content and educational resources, and a variety of partnerships.

Inspired and informed by Himalayan art, the Rubin invites visitors of all ages to contemplate the human experience and deepen connections with the world around us to expand awareness, enhance well-being, and cultivate compassion.

The Rubin advances scholarship and public engagement through a series of educational initiatives and digital resources, and with the stewardship of a collection of nearly 4,000 Himalayan art objects spanning 1,500 years of history—providing unprecedented access and resources to scholars, artists, students, and the curious public across the globe.

Celebrating its 20th anniversary in 2024, the Rubin will close its New York space on October 7 and transition to a global museum-without-walls. Through its current multiyear programs such as the traveling Mandala Lab (touring abroad) and Project Himalayan Art (touring nationally), and new initiatives such as traveling exhibitions, long-term loans, and grants to artists and scholars, the Rubin Museum's goal is to reach a wider and more diverse audience around the world.

Summary Description

The Assistant Manager, Membership & Development Operations oversees member relations for the Rubin's approximately 1,500 members, which includes: providing exceptional customer service, managing membership events and communications, and taking charge of membership renewals and acquisitions.

In collaboration with the team, the Assistant Manager will play an important role in implementing new membership benefits, events, and levels for the new museum model.

Development Operations responsibilities include processing all gift payments and managing the membership calendar.

The ideal candidate must be organized, customer-focused, and capable of multitasking in a dynamic environment.

This is a full-time non-exempt position with core working hours from 9:00 AM to 5:00 PM Mondays through Fridays with some flexibility required as needed.

The incumbent will report to the Senior Manager, Annual Fund & Development Operations.

Responsibilities:

Membership:

- Serves as primary point of contact for the Museum's over 1,500+ members.
- Provides excellent customer service experience for members by responding to inquiries including telephone and email.
- Works closely with the Admissions & Visitor Experience team to streamline on-site membership sales and customer service through October 6.
- Manages membership acknowledgements and membership card distribution online via Cuseum and by mail.
- Creates and implements a detailed calendar and production of membership acquisitions, renewals, upgrades.
- Generates and manages the annual calendar of membership events. Collaborates with the Marketing & Communication team with e-mail appeals, social media, and e-member news, and special member promotions.
- Develops and implements traditional fundraising techniques and strategies as well as new initiatives to acquire/grow new members.
- Coordinates with Museum's publications and design teams to produce materials for membership.

Development Operations/Events:

- Processes all development gift payments through the mail and online ACME into fundraising database, and the new Salesforce.
- Supports the Salesforce customization for Development needs.
- Coordinates and processes all payment requests for membership ensuring timely payments to vendors and tracking expenses.
- Works with the institutional philanthropy team and special events team with corporate membership/facility rentals with gift processing, member record management and membership benefit accommodations.
- Serves as key point person for development events such as the Member Reception (June), as well as supporting fundraising benefit events (September 2024 Gala) and other event logistics.
- Supports and conducts additional Development Operations responsibilities.
- Performs other duties as assigned.

Qualifications:

- Bachelor's degree required
- 2+ years of experience working in various related arts and sales fields, membership experience a plus
- Excellent writing skills required with appeal writing a plus
- Proficiency in Microsoft Office and Google suite products required
- Experience with Salesforce and other databases required
- Must be detail oriented and the ability to multitask and work in a fast-paced environment

- Must have excellent interpersonal, oral, and written communication skills to work collaboratively and professionally with the public and with internal colleagues.
- Familiarity and/or experience with Himalayan arts and cultures a plus
- A self-starter and team player with a “can do” attitude a plus

Salary Range: \$48k to \$52k commensurate with experience.

The Rubin Museum offers a generous and competitive compensation and benefits package. This includes the Rubin’s **Work from Home (WFH) Policy**, which allows employees to work offsite four (4) days per week based on their job responsibilities.

All hybrid eligible employees are required to work onsite every Wednesday – designated onsite workday.

This WFH policy in its current format will remain in effect until December 31, 2024. This policy will be revised and updated accordingly.

COVID-19 Vaccination requirement:

- Newly hired employees are required to be fully vaccinated for COVID-19 (i.e. have received both doses of a 2-dose vaccine OR a single dose of a one-dose vaccine) and must provide proof once a job offer has been made.
- The above definition of what it currently means to be fully vaccinated is based on the definition from the Centers for Disease Control and Prevention (CDC).

Please provide the following as part of your application:

- Complete resume.
- A cover letter addressing both your interest in the Rubin Museum and your qualifications for this position.

Application:

- Please indicate Head of Assistant Manager, Membership and Development Operations in the Subject Line of email and in body of cover letter.
- Applications in electronic format preferred, and accepted at jobs@rubinmuseum.org
- Mail application to: The Rubin Museum of Art, 150 West 17th Street, New York, NY 10011. Attention: Head of Human Resources Dept.

The Rubin Museum of Art is an equal opportunity employer and considers all candidates for employment regardless of race, color, sex, age, national origin, creed, disability, marital status, sexual orientation, or political affiliation.