Office of Advancement
Membership Systems Manager

Come join a team of dedicated staff at an exceptional time in Smithsonian history, as the Institution implements a new comprehensive strategic plan, expands the programming, educational, and scholarly activity of its museums and research centers, and undertakes its very first Institution-wide fundraising campaign.

In planning for the campaign, the Smithsonian is building a model fundraising organization, one that will meet the growing needs of this unique organization and offer excellent professional opportunities. This position offers exciting opportunities for the successful candidate to make a significant impact on the future of the Smithsonian. There is no better time to join this amazing Institution.

The Membership Systems Manager leads all aspects of system support for 4 membership programs with 190,000 members and over $20 million in annual revenue, including supervision of the programing and production support team, providing technical and business process leadership to membership staff, and maximizing the utility of the advancement systems to the membership community. The Membership Systems Manager uses advanced business analysis concepts and a comprehensive knowledge of membership fundraising management principles to resolve highly complex operational issues and meet the philanthropic objectives of the Smithsonian. The incumbent is responsible for:

- Leading cross-functional teams to create applications that support complex membership and systems issues.
- Supporting membership programs in the use of the Smithsonian membership platform and partnering with program managers in recommending of best practices in marketing, segmentation, reporting and operations.
- Managing delivery of membership reports, data extracts and interfaces to the production schedule.
- Applying technical and membership expertise and business analysis concepts to identify, evaluate, define, develop, and enhance complex systems and procedures through research and an understanding of applicable business systems and industry requirements.
- Leading the development of functional and technical specifications.
- Designing and developing reports and related analytics to support operations and programmatic data needs.
- Planning and executing testing associated with systems and data support.
This work is completed using systems development life cycle methodology.

Qualified candidates will have experience in fundraising and membership, including: membership, fulfillment, individual giving, online giving and annual giving; membership databases, data management and reporting; direct marketing techniques used in acquisition, renewal and appeals and combine this functional experience with technical skills. Technical skills required are: knowledge of specific technologies used to support the membership function: demonstrated application of the system development life cycle and quality assurance, knowledge of SQL, relational database structure and complex membership databases. Successful candidates will have strong interpersonal and communications skills necessary to work with technical and nontechnical staff, experience leading work groups, critical thinking, data analysis and design skills, attention to detail, strong Microsoft Office skills, an ability to manage multiple deadlines and completing priorities, superior organization skills, and a thirst for learning. Experience in using a fundraising database and six years of applicable job experience is required. Ellucian Advance is the database used for Advancement at the Smithsonian.

The Office of Advancement oversees and guides the fundraising efforts of the entire Smithsonian and is home to the central advancement organization for the Institution. In addition to raising significant support for a variety of Smithsonian initiatives, the Office of Advancement provides support services to advancement offices across the Institution. The office engages with staff throughout the Smithsonian in accomplishing their goals.

The Smithsonian Institution is a unique complex of 19 museums and galleries, the National Zoological Park, and nine research centers. The Smithsonian is a national and world treasure and is dedicated to its founding mission, “the increase and diffusion of knowledge.” Its exhibitions, programs, collections, and outreach touch the lives of millions of Americans every year, as well as many who visit us from abroad.

The Smithsonian Institution offers a competitive salary and a comprehensive package of benefits. Interested candidates should submit their resumes and a cover letter to oastaffing@si.edu by September 25, 2015.

The Smithsonian Institution is an equal opportunity, affirmative action employer. Candidates of all backgrounds are encouraged to apply.