

**Reports to:** Director of Development & Communications

**Status:** Full time, Non-Exempt

#### **Mission and Description of the Metal Museum**

The Metal Museum is the only museum of its kind in the country dedicated to preserving, promoting, and advancing the art and craft of fine metalwork. The Museum engages the metals community and the surrounding region through exhibitions, collections, studio practice, and community education and engagement. The permanent collection and exhibition programs reflect a wide range and mixture of metalsmithing, including ferrous and nonferrous metals, hollowware, jewelry, and architectural elements. With its unique focus on artwork and fine crafts made in metal, the Metal Museum helps initiate and promote dialogue and understanding of the field and its relevance in our modern culture.

#### **Purpose**

The Development & Communications Coordinator is a key member of the Development & Communications Department, reporting directly to the Director of Development & Communications. This role supports the Museum's fundraising, development, and communications efforts by assisting with constituent communications, social media, website content, and internal reporting. The Coordinator provides administrative support to the department, helps maintain accurate records, and contributes to the smooth operation of events and engagement initiatives. Working closely with internal teams, this position ensures effective communication with constituents, supports audience engagement, and helps advance the Museum's mission and strategic goals.

#### **Essential Functions and Responsibilities**

##### **Database Support**

- Work with the database administrator to ensure a smooth transition to the new constituent database, Blackbaud Altru
- Serve as the secondary on-site staff expert for the Museum's constituent database, Blackbaud Altru.
- Ensure accurate and timely data entry, following established procedures, and collaborate across the organization to improve database workflows.
- Perform regular database maintenance and cleanup to ensure data integrity and accessibility.
- Generate queries, lists, and reports for internal staff use, including weekly transaction reports for submission to Accounting, Director of Development & Communications, and Executive Director.
- Provide training and support to Museum staff on proper database use and procedures.
- Stay current with database best practices and recommend upgrades or integrations as appropriate.

##### **Communications**

- Assist with preparing and sending email newsletters, mailings, and other constituent communications.
- Collect photos, written content, and other materials to support communications
- Help collect, create, and post social media content under guidance from the Marketing Manager and Director of Development & Communications.
- Review the Museum website and blog for outdated or missing content and help implement updates as needed.

##### **Administrative**

- Provide general administrative support for the Development and Communications teams, including scheduling, filing, and document preparation.
- Assist with event logistics and materials preparation for fundraising, membership, or community events.

- Manage the Museum's online fundraising profiles (Charity Navigator, LIVEGive Mid-South, Guidestar).
- Perform other administrative duties as assigned within the scope of the position.

### **Guest Services Support**

- Staff the Library Desk as scheduled, greeting visitors, answering questions, and providing general Museum information.
- Maintain up-to-date knowledge of the Museum's past, present, and future as well as current programs.
- Respond to phone and email inquiries from visitors and constituents.

### **Institutional Responsibilities**

- Support the Museum's mission, values, and strategic goals in all aspects of work.
- Contribute to a positive, respectful, and inclusive workplace culture.
- Participate in staff meetings, cross-departmental projects, and special initiatives.
- Maintain awareness of industry trends and best practices relevant to communications and development.
- Follow all legal and ethical standards in communications, marketing, and development activities.
- Assist with onboarding or training interns or new staff on procedural knowledge, as needed.

### **Qualifications & Skills of the Ideal Candidate**

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- High School Diploma, GED, or equivalent required; Associate's or Bachelor's degree in communications, marketing, nonprofit management, arts administration, or related field preferred
- Proficiency with Microsoft Office applications (Word, Excel, Outlook, PowerPoint) required
- Familiarity with social media platforms (Instagram, Facebook, LinkedIn) and email marketing tools (Mailchimp, Constant Contact) required
- Experience with database management, digital communications, or nonprofit administrative support, or equivalent internships/volunteer work a plus
- Experience with donor or CRM databases (e.g., Blackbaud Altru, Salesforce, Bloomerang, etc.) desirable; training provided
- Ability to work with a diverse array of people, including Museum guests, supporters, volunteers, and staff, in both large and small groups
- Strong organizational skills and meticulous attention to detail
- Self-motivated with the ability to work independently and manage multiple tasks simultaneously
- Excellent written and verbal communication skills
- Genuine interest in museums, visual arts, and the Museum's mission strongly desired
- Friendly, professional, and adaptable, with a positive approach to learning and collaboration

### **Physical Requirements**

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The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is occasionally required to stand, walk and/or sit for long periods of time. They must have physical dexterity and the ability to carefully handle objects, as well as the ability to lift and move items of various weights and sizes. Position may have occasions to lift and/or move objects of 15-20 lbs.

### **Hours, Compensation, and Benefits**

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The work week for this position is Sunday - Thursday, 9:30AM – 5:00PM. Additional hours (nights and weekends) may be required. All full-time staff are expected to be available to assist with Museum events as needed. All Museum staff must be available during the week of Repair Days, which is held annually in the fall.

The salary starts at \$40,000. Salary is contingent on experience and ability. Benefits include health insurance and a 3% Simple IRA employer match after 2 years of employment.

### **To Apply**

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Please submit the following materials in **one PDF document**:

- Cover letter
- Resume
- Three references

**Email your application to [madison@metalmuseum.org](mailto:madison@metalmuseum.org) with “Development & Communications Coordinator” in the subject line.** A writing sample may be requested as part of the interview process. **No phone calls, please.**

The Metal Museum is committed to building a culturally diverse staff and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. Studies have shown that women and people of color are less likely to apply to positions if they do not meet all qualifications. We strongly encourage any individual interested in the position to apply if they have most of the qualifications.