



<b>Approved By:</b>	Nancy Noble
<b>Date Approved:</b>	April 2024
<b>Reviewed by:</b>	Ellen Manning

<b>Job Title</b>	<i>Member, Donor &amp; Outreach Coordinator</i>
<b>Reports To</b>	<i>Donor &amp; Sponsor Officer (Development &amp; Marketing Dept.)</i>
<b>Hours of Work</b>	<i>Monday to Friday 9 to 5, 35 Hrs/Week. This position may be required to work evenings and weekends as required</i>
<b>Remuneration</b>	<i>\$29.20 per hour (Effective March 22, 2025) This is a permanent full-time unionized position - CUPE Local 410. Pay grade 5, pay rates are set in accordance with the Collective Agreement</i>

### **Position Summary**

---

The Member, Donor & Outreach Coordinator plays a pivotal role in enhancing the AGGV's engagement with members, donors, and the broader community. This position is instrumental in developing and implementing strategies to retain and expand our membership base, increase donor participation, and ensure accessibility to diverse communities, aligning with AGGV's business objectives.

### **Duties and Responsibilities**

---

#### *Community Outreach and Engagement – 50%*

- Foster relationships with cultural groups, educational institutions, and other sectors to promote AGGV's mission and membership.
- Represent AGGV at community events, effectively increasing awareness of our programs, including free admission initiatives.
- Coordinate and execute AGGV's events and membership engagement activities, ensuring alignment with our strategic goals.
- Design and implement creative engagement strategies for existing members through digital channels and in-person group settings.
- Conduct community outreach to educate and promote free youth admission and engage the next generation of members.
- Attend offsite events to build relationships and strengthen collaboration with other sectors and groups, representing AGGV membership.

#### *Administration, Fundraising, and Database Management (45%)*

- Manage inquiries related to membership and donations, offering timely and informative responses.
- Develop and oversee membership growth strategies, including membership drives and donor events.
- Maintain and update the Gallery's membership and donor database, ensuring accurate record-keeping and data hygiene.
- Provide analytics and data to support the Gallery team in strategic decision-making.
- Conduct member research and surveys to gather insights and inform strategic planning.

- Process donations, issue acknowledgments and tax receipts, and support fundraising efforts through strategic data analysis and reporting.

Visitor Services Liaison (5%):

- Serve as a key point of contact for visitor services, ensuring a welcoming environment for all guests.
- Educate front-of-house staff on membership and donor initiatives, enhancing the overall visitor experience.
- Act as the primary liaison between the Gallery and the community, serving as the face of AGGV membership.

**Communications & Reporting Structure**

---

INTERNAL

- Reports to Donor & Member Officer (Development & Marketing Dept.)
- Participates in relevant AGGV meetings and stay informed about industry trends to suggest improvements.
- Collaborates closely with Gallery staff across departments to achieve organizational goals.
- Assists in AGGV special events and functions as required.

EXTERNAL

- Proactively engages with the community to solicit new members and design programming that caters to their interests and needs.
- Acts as the primary liaison with external partners and communities, ensuring AGGV's offerings are widely known and accessible.

**Qualifications, Experience & Education**

---

- 2-5 years of experience in Customer Service or Guest Service roles or equivalent, preferably within a cultural or non-profit setting.
- Proficiency with customer relationship management software, specifically Raisers Edge NXT.
- Excellent communication skills and the ability to engage with a diverse range of individuals and communities.
- Strong administrative competencies, including expertise in Microsoft Office and data management.
- Detail-oriented with effective problem-solving and decision-making abilities.
- Flexibility to work evenings and weekends for special events as needed.
- Post-secondary education in a related field; a background in visual arts or art history is highly desirable.
- Demonstrated commitment to diversity and inclusion, with a keen understanding of issues affecting various communities.

**Working Conditions**

---

- The role primarily operates within the AGGV facility, with occasional off-site events requiring travel.
- Work hours may include regular office hours with flexibility for evening and weekend events, reflecting the need for community engagement outside traditional work hours.
- This position involves a mix of desk work, including database management and communications, and active community engagement, which includes attending events and meeting with community members and partners.