



STATE OF COLORADO
invites applications for the position of:

Membership and Event Coordinator

This announcement is not governed by the selection processes of the classified personnel system. Applications will be considered from residents and non-residents of Colorado.

CLASS TITLE: NON-CLASSIFIED

LOCATION: Denver Metro, Colorado

PRIMARY PHYSICAL WORK ADDRESS: 1200 Broadway, Denver, CO 80203

SALARY: \$1,769.23 - \$1,923.07 Biweekly
\$3,833.33 - \$4,166.66 Monthly

OPENING DATE: 05/04/22

CLOSING DATE: 05/18/22 11:59 PM

JOB TYPE: Full Time

DEPARTMENT INFORMATION:



History Colorado

HISTORY COLORADO has a strong commitment to diversity, inclusion and cultural competency, because of that, we are continuously seeking to recruit individuals who will enhance this diversity and ultimately the effectiveness of our organization.

We believe that equity, diversity, and inclusion drive our success, and we encourage candidates from all identities, backgrounds, and abilities to apply. History Colorado and the State of Colorado is an equal opportunity employer committed to building inclusive, innovative work environments with employees who reflect our communities and enthusiastically serve them. Therefore, in all aspects of the employment process, we provide employment opportunities to all qualified applicants without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity or expression, pregnancy, medical condition related to pregnancy, creed, ancestry, national origin, marital status, genetic information, or military status or any other protected status in accordance with applicable law.

The History Colorado Center is conveniently located in downtown Denver. In addition to a great location, we offer fantastic benefits including:

- Strong, secure, yet flexible retirement benefits including a PERA Defined Benefit Plan or PERA Defined Contribution Plan plus 401K and 457 plans
- Medical and dental health plans
- Employer supplemented Health Savings Account
- Paid life insurance
- Short- and long-term disability coverage
- 10 paid holidays per year plus 12 hours of vacation and 6.66 hours of sick leave a month
- Public Service Loan Forgiveness – A borrower may qualify for forgiveness by making 120 on-time payments while employed full-time in public service, if they have certain kinds of federal loans in a qualifying repayment plan
- BenefitHub state employee discount program
- CafeWell employee wellness program
- Excellent work-life programs, such as flexible schedules and more.

DESCRIPTION OF JOB:

This position exists to support History Colorado's Director of Membership & Annual Fund to acquire, retain, and upgrade members of History Colorado through cultivation, solicitation, and stewardship.

Duties:

Coordinate and execute aspects of membership events (20%)

- Follow protocol for securing members-only events on the History Colorado Center calendar (i.e. exhibit previews, exhibit last call events, Mother's Day Event, History Buff Days, open house events, etc.)
- Proactively plan programming, entertainment, operations, catering, advertising, communications, and staffing for events with the membership manager
- Track RSVPs and coordinate with other staff to ensure sufficient food, drink, programming and volunteers for events
- Create RSVP, check-in, and database processes
- Assess and evaluate each event for improvements, record data gathered in various tracking tools with membership manager

Provide excellent member and donor service (50%)

- Answer all incoming member service phone calls
- Check voicemail throughout the day
- Politely, efficiently, and accurately provide members and donors with service by phone and email
- Stay current on History Colorado services, programs, departments, policies, pricing, benefits, and other information to effectively be of service
- Resolve member and donor request
- Know how to sell or renew or upgrade a membership, print membership cards
- Become proficient in Membership/Fundraising database (Raiser's Edge) and Point of Sale and help resolve issues between systems

- Lead on data entry, quality control checks and reports, and resolution of database issues and errors
- Complete 100% of data entry records within one business day with 100% accuracy
- Ensure all member records are updated within 1-2 business days
- Ensure the accuracy of all records prior to sending materials
- Ensure all members are acknowledged with correct materials within 5-7 business days unless otherwise directed

Support membership acquisition, retention, stewardship, and renewal efforts (20%).

- Assist with all onsite acquisition efforts at all Point of Sale areas (admissions and membership desks, cafe, gift shop) to include sales strategies, training, promotions and offers, signage, and communications
- Assist with all direct mail and promotional campaigns
- Assist with all retention and stewardship to include assessment and development of benefits and strategies
- Represent the membership department at internal meetings and committees, as well as events and off-site promotions, as needed
- Work with interns and volunteers
- Other duties as assigned

MINIMUM QUALIFICATIONS, SUBSTITUTIONS, CONDITIONS OF EMPLOYMENT & APPEAL RIGHTS:

- Five years of experience or a Bachelor degree in Arts or Bachelor of Science degree in history, public history, communication, marketing, public relations, or related discipline preferred.
- Experience working in museums, customer service, fundraising, and/or data entry and collection.

Skills and Abilities:

- Data entry and collection experience required
- Demonstrated ability to manage multiple priorities and deadlines, with extreme attention to detail
- Successful experience planning and executing projects
- Ability to investigate problems and recommend viable resolution
- Excellent critical thinking skills, organizational and time management skills
- Extremely strong interpersonal skills, particularly regarding discretion, confidentiality, patience and understanding necessary for dealing effectively with a diverse group of members, visitors, donors, co-workers, and volunteers
- Ability to work effectively with ethnic, cultural and age diverse populations
- Experience in data collection and understanding the importance of maintaining accurate and up to date information for historic, reporting, and customer service purposes

- Intuitive communication and listening skills. Strong verbal and written communication skills
- Experience in providing a high level of customer service to both external and internal constituency
- Highly motivated, self-directed, reliable and accurate in executing duties
- Positive and friendly disposition
- Bi-lingual preferred but not required

SUPPLEMENTAL INFORMATION:

Effective February 3, 2022, all employees are required to attest to and verify that they are fully vaccinated for COVID-19.

If you are interested in finding meaningful work in public service, we invite you to consider the State of Colorado. To learn more about working for the State of Colorado and building a satisfying and rewarding career, visit [Welcome to Your Future in Colorado](#).

A pre-employment criminal background check will be conducted as part of the selection process. Felony convictions or conviction of crimes of moral turpitude or convictions of misdemeanors related to job duties may disqualify you from being considered for this position. Should your background check reveal any charges or convictions, it is your responsibility to provide the Human Resources Unit with an official disposition of any charges.

ADAAA Accommodations: Any person with a disability as defined by the ADA Amendments Act of 2008 (ADAAA) may be provided a reasonable accommodation upon request to enable the person to complete the application. To request an accommodation, please contact Dany McCoy (303) 866-2136 or email Dany.Mccoy@state.co.us.

HOW TO APPLY: Please submit an online application for this position at <https://www.governmentjobs.com/careers/colorado>. Reach out to the Department Contact to apply using a paper application, including any supplemental questions. Failure to submit a complete and timely application may result in the rejection of your application. Applicants are responsible for ensuring that application materials are received by the appropriate Human Resources office before the closing date and time listed.

IF NOT APPLYING ON-LINE, SUBMIT APPLICATION TO:

Online is the preferred method of applying for this announcement.

DEPARTMENT CONTACT INFORMATION:

Dany.mccoy@state.co.us

METHODS OF APPOINTMENT: This position is not part of the classified state personnel system.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.coloradohistory.org>

Position #GCA08003-5.22
MEMBERSHIP AND EVENT COORDINATOR
DM

THE STATE OF COLORADO IS AN EQUAL OPPORTUNITY EMPLOYER.

Membership and Event Coordinator Supplemental Questionnaire

- * 1. History Colorado staff has been working together in response to the events that happened in 2020 to discuss as an institutional community the ways in which History Colorado can advance the work of anti-racism. These grounding virtues are the result of our collective process. Please go to the link below to see the virtues https://www.historycolorado.org/sites/default/files/media/document/2020/Anti-Racism_Grounding_Virtues.pdf And tell us, how have these guiding principles shown up in your previous work and /or how would you contribute to these virtues in your position at History Colorado?

* Required Question