



Discovery Cube offers hands-on science education that delights, challenges, and encourages kids. Discovery Cube has made a positive difference in thousands of lives for 35 years. Our organization achieves this goal through four core initiatives: STEM proficiency, early childhood education, healthy living, and environmental stewardship. These future-forward initiatives inspire educators, their students, and all of us committed to learning for life.

Our original center in Orange County, as well as our newer Los Angeles campus, gives those seeking immersive, interactive science activities a way to jump into the learning fun. In addition to our campuses, educational outreach programs remain a major part of our mission. Bringing a host of experiences directly to learners is essential to achieving the organization's core initiatives. It's a mission that also includes empowering real-world applications by giving learners a chance to make a difference. This vision has made the Discovery Cube a prominent advocate for modern science education over the years. Spotlighting science as a solution and as a force for good is what Discovery Cube so successfully does.

### **Position:**

The Membership Manager is responsible for managing Discovery Cube LA's membership program, including membership acquisition, retention, benefits, meeting sales targets, and managing expenses. This position is responsible for ensuring sales staff are well trained in the processing of a membership, member services, member program and benefits, and sales tactics. This position will work closely with the Marketing team for member communication, the Operations team to ensure smooth execution on onsite needs, and the Development team to create a member to donor pathway while ensuring a positive member experience. The Membership Manager will attend all member related events and functions for Discovery Cube LA, onsite and offsite. This role will collaborate with its OC counterpart to ensure cohesion between the two sites and consistent execution of strategies. This role is guest facing with an expectation for the Manager to be working front of house supporting the operation and membership sales as needed.

### **Responsibilities:**

#### **Event Planning and Execution**

- Collaborate with the appropriate team members to develop and implement strategies to acquire new members, and retain current members.
- Work with OC/LA counterpart and Marketing to create and manage membership campaigns, including direct mail, email, and digital advertising.
- In partnership with Development, identify and cultivate major gift prospects among members.
- Develop and maintain a strong and current knowledge base of Discovery Cube's programs, events, and initiatives at both OC and LA campuses to effectively communicate the value of a membership to potential and current members.
- Manage member benefit programs, including discounts on museum programs and events, and coordinate with other departments to provide exclusive member experiences.
- Regularly generate membership data and reports and critically analyze the data to make informed decisions and recommendations regarding members.
- Develop and maintain relationships with members to ensure a positive member experience.
- Respond to member inquiries generated through in person interactions, CRM, emails, and voicemails in a timely, friendly, and professional manner ensuring that all concerns have a positive resolution.
- Manage the membership budget; meet financial goals and manage expenses to budget.
- Supervise and mentor membership staff and volunteers, providing leadership, direction, and training as needed.



- Create training for new team members and ongoing training for all sales staff.
- Manage staff commissions accurately, timely, and with discretion.
- Manage and maintain all collateral and consumable pieces needed to support Members and membership sales
- Ensure compliance with all relevant laws and regulations, such as data privacy and fundraising regulations.
- Perform other duties as assigned.

#### **Qualifications:**

- Degree in marketing, communications, business administration, or a related field.
- 3-5 years of membership management or like experience preferred
- Demonstrated ability to develop and implement successful membership or like campaigns.
- Strong analytical skills, including experience with data analysis and reporting.
- Familiarity with membership database software and digital marketing platforms.
- Experience managing staff and volunteers.
- Knowledge of Galaxy/Gateway is a plus.
- Experience working in a nonprofit, memberships, events, guest services, development/fundraising, and the hospitality industry strongly desired

#### **What's In It For You:**

- Medical, dental and vision insurance
- Optional supplemental insurance coverage
- 401K with up to 4% match after one year for full-time employees
- 14 Free general admission tickets per year
- 4 Bubblefest tickets plus admission
- 10% of on-site dining and shopping discount
- Employee discounts through ADP
- Accrued paid time off for full-time employees
- 10 paid company holidays

#### **Pay Range for this position is:\$65K-\$70K**

*Discovery Cube provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.*

*This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*