

Job Description

Date:	2026
Title	Manager, Membership and Annual Giving
Department:	Development
Position Reports To:	Director of Philanthropy
Status:	Exempt/Full-Time

Summary:

Responsible for all aspects of Center's General, Firearms, and Business Membership programs with the goal of increasing net membership revenue through successful acquisition and retention efforts. Directs all aspects of annual giving solicitation and stewardship specifically to increase unrestricted gifts. Identifies potential major gift prospects for Leadership Gifts Officer(s). Manages Development Associate(s), Membership Assistant and other support staff and volunteers to efficiently and consistently engage potential supporters and steward existing ones.

Job Duties:

- Works with Development department and other institutional staff to solicit and engage supporters and ensure fulfillment of all promised benefits.
- Works with Special Events & Sponsorships to coordinate a variety of annual events for members including Buffalo Gals Luncheons, Coffee & Curators, Members Exhibition Openings, and Member Day Trips. Creates and executes other membership, stewardship and engagement activities as warranted.
- Works with Director of Philanthropy and Leadership Gifts Officer(s) to identify and regularly solicit assigned members and/or annual fund donors and develop stewardship strategies across all giving levels.
- Works closely with Raiser's Edge Administrator to inform processes and decisions related to gift accounting practices, mailing list generation, appeal giving arrays, and utilization of database features and ensure timely record of event attendance.
- Maintains a detailed calendar of mailings and events to ensure timely completion in consideration of other departments' activities and involvement.
- Manages Development Associate – Gift Accounting, part-time Membership Assistant, Seasonal Membership Sales positions, and year-round development volunteers.
- Prioritizes customer service with vetted, consistent messaging for public-facing roles.
- Leads new member and donor acquisition strategy, working with internal partners to identify potential supporters from all entry points.
- Writes copy and oversees design by Graphics Department of all printed membership and annual giving materials.
- Coordinates with external printer/mail house, Public Relations, other internal departments and outside vendors to send mass mailings or emails to members and annual supporters.
- Creates and sends invitations, renewals, and solicitations via Center's email service provider.
- Maintains strong working knowledge of all software systems used to accept payment for membership, donations, and member events including Raiser's Edge, WordPress, GravityForms, Stripe, Square, and ATMS+ Ticketing and makes updates when necessary.

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- Analyzes results of prior annual appeals to determine effective strategies and messaging for future appeals.
- Leads stewardship efforts for annual donors via acknowledgement letters, as well as email, phone calls, postcards, or other means, when appropriate.
- Consistently evaluates member giving levels and benefits.
- Maintains and applies knowledge of industry best practices.
- Performs additional duties as assigned.
- Successfully carries out the functions outlined above in an efficient and timely fashion.

Competencies:

- Customer oriented both externally and internally.
- Excellent written and oral communication skills, including speaking to audiences of various sizes, ages, and education levels.
- Strong knowledge of Microsoft Office.
- Superior organization abilities.
- Excellent analytical skills.
- Able to supervise and train others.
- Able to manage multiple priorities simultaneously.
- Discretion and good judgment.
- Able to work with minimal supervision.
- Ability to meet deadlines.
- Collegial manner.
- Exposure to and experience with social media and digital outreach.

Supervisory Responsibilities:

- Development Associate – Gift Accounting
- Part-time Membership Assistant
- 2-3 seasonal/on-call employees who work at the Membership & Information Desk.
- Development volunteers

Required Education and Experience:

- Bachelor's degree
- 5+ years' work experience in a non-profit fundraising department preferred.

Other Duties:

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

EEO Statement:

- The Buffalo Bill Center of the West provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

POSITION ANALYSIS/SPECIFICATIONS

	N/A	OCCASIONAL	FREQUENT	CONSTANT
Sitting				X
Standing		X		
Walking			X	
Bending Over		X		
Crawling	X			
Reaching		X		
Crouching	X			
Kneeling	X			
Balancing	X			
Pushing/Pulling		X		
Lifting/Carrying		X		
10lbs or less				
11lbs to 25lbs		X		
26lbs to 50lbs		X		
51lbs to 70lbs	X			
Manual Dexterity			X	
Fine Motor Skills			X	
Gross Motor Skills			X	
Eye/Hand Coord.	X			
Near Vision			X	
Far Vision	X			
Color Recognition			X	
Hearing				X

ENVIRONMENTAL FACTORS

	YES	NO	Limited
Working Outside			X
Working Inside	X		
Working Alone	X		
Working Closely with Others	X		
Excessive Cold/Heat		X	
Excessive Humidity/Dampness		X	
Noise/Vibrations			X
Working with Chemicals/Detergents/Cleaners		X	
Working Around Fumes/Smoke/Gas		X	
Walking on Uneven Surfaces		X	
Motorized Equipment or Vehicles			X
Working with Machinery/Motorized Equip.		X	
Climbing on Scaffolds or ladders		X	

