



## DONOR EXPERIENCE ASSOCIATE POSITION OPENING

The Air Force Museum Foundation seeks part-time Donor Experience Associates.

### **Introduction**

The Air Force Museum Foundation (AFMF) is a 501c3 corporation that raises philanthropic support to assist in the development and expansion of the facilities of the National Museum of the U.S. Air Force™ (NMUSAF), and provides annual funding to the Museum for special projects, exhibits, museum programs and special events, volunteer support, and promotional efforts. The NMUSAF is the world's oldest and largest military aviation museum. The main museum complex, comprised of 1,000,000 square feet under roof, is open to the public.

The AFMF was founded in 1960. The AFMF mission is to raise funds and awareness in support of the National Museum of the United States Air Force mission. To date the AFMF has raised philanthropic support from donors to fund 94% of all capital construction costs for the main museum complex.

### **Position Description:**

The Donor Experience Associate (DEA) will work for the Development team, to implement tactics within the Foundation's visitor engagement strategy, and donor acquisition, retention, and stewardship strategies. DEA's will initiate conversations with visitors and work directly with volunteers to engage visitors to assist them in planning their visit, converting general visitors to donors, and retaining and stewarding current donors.

This position works under the general supervision of the Entrance Hall Manager (EHM). This position is non-supervisory, part-time, hourly, non-exempt.

### **Responsibilities:**

Donor Experience Associate will have the following areas of responsibility:

- Obtain in-depth knowledge about the Air Force Museum Foundation's development program and the statement of case for donations that benefit the National Museum of the US Air Force™ (NMUSAF).
- Obtain in-depth knowledge on the NMUSAF, including types of galleries, location of main points of interest, information regarding attractions/conveniences offered to visitors, and mission/vision of the museum.
- Greet visitors, provide general Museum information, and enhance their overall experience at the Museum.





## AIR FORCE MUSEUM FOUNDATION, INC.

- Explain the Air Force Museum Foundation's Development program to visitors.
- Acquire new donors.
- Accept one-time donations.
- Assist with stewardship and renewal activities for current and prospective donors.
- Promote and sell Attractions vouchers.
- Promote Museum Store and Café offerings.
- Other duties as assigned.

### **Qualifications**

- At least two years of communications, marketing, or sales experience
- Excellent written/verbal communication skills
- Approachable and outgoing demeanor
- Detail-oriented
- Self-motivated
- Honest and reliable
- Customer-focused and service-oriented
- Team player
- Demonstrated track record of success
- Knowledge of and enthusiasm toward the U.S. Air Force and its history is preferred
- Adherence to strict confidentiality of member and donor-related information, as well as all gift information files, documents, and reports
- The Air Force Museum Foundation performs background checks on 100% of its employees prior to hiring. Candidate must be willing to submit to a background check, as a condition of employment.
- Candidates must be 18 years of age or older to work for the Air Force Museum Foundation.
- The National Museum of the USAF is open seven (7) days a week from 9:00 am – 5:00 pm. Candidate must be able to work to meet those needs. Evening hours may be required to support special activities/events.
- The Air Force Museum Foundation 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.





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- This is a non-DoD position with a private organization and does not require military service (including commission and enlistment).

### **Compensation**

- **Pay Rate:** \$15.00/hour
- **Benefits:** Employee Assistance Program and 401K Plan with employer match of 100% up to 5% of employee salary

### **AFMF Vision**

Honoring every Airmen's story with a permanent home to inspire future generations.

### **AFMF Mission**

Raise funds and awareness to support the National Museum of the U.S. Air Force mission.

### **AFMF Core Values**

Candidate must agree to adhere to the Air Force Museum Foundation's Core Values:

- Passion – Performing our roles with purpose, pride, and a positive attitude
- Integrity – Accepting responsibility for our actions by making business decisions through experience and good judgment
- Accountability – Dedicated to achieving positive results; owning and learning from our successes and failures
- Respect – Committed to an inclusive and collaborative work environment

### **Contact Us**

To apply for this position, please email [hiring@afmuseum.com](mailto:hiring@afmuseum.com) with your resume or application, and any other relevant information (cover letter, references, etc.).

