



## Senior Manager, Volunteer & Member Engagement

The American Alliance of Museums seeks a Senior Manager, Volunteer & Member Engagement to help expand volunteer, networking, and professional development opportunities for museum professionals. This is a great opportunity for a candidate with volunteer management experience for a professional association to play an integral role in shaping and launching AAM's new, restructured volunteer program.

We are a small but mighty team committed to continuous learning and fostering an inclusive and equitable workplace. We love museums and are excited to cultivate resources and programs that support the professionals who work in museums! AAM operates under a hybrid work schedule that includes remote work and in-person work at our Arlington, VA office approximately 1-2 days per week. Candidates must reside in the DC metro area (DC, MD or VA) and be able to provide proof of COVID-19 vaccination on their first day.

**About the position:** Serving as the liaison between AAM and volunteers/museum professionals, and working under the direction of the Senior Director, Membership & Revenue Programs, the Senior Manager will manage a wide array of initiatives designed to grow and engage the AAM membership base. Duties include: developing and implementing an overall volunteer management system; establishing/maintaining a volunteer database; recruiting and recognizing volunteers; supporting member communities and member engagement; and collaborating with stakeholders to cultivate and support professional development opportunities for museum professionals.

Salary is targeted at \$70,000 annually and the position is eligible for a robust benefits package including: Health, Vision, Dental Insurance with generous employer contributions on cost sharing; Generous vacation, sick and personal leave; 403(b) Retirement Plan with matching employer contribution; Telework/flexible schedules; Access to onsite, state-of-the-art gym/showers/bicycle storage; and more.

**Skills and qualifications:** At least 2 years of volunteer engagement/management experience working for a professional association; experience with volunteer database software and/or association/customer relationship management systems; demonstrated project management experience; ability to effectively communicate and collaborate with internal and external stakeholders. You will be using various technology including association/customer relationship management systems, cloud-based conferencing platforms and Microsoft Office Suite. Ability to project manage and adapt in an evolving and occasionally ambiguous environment will be key as we launch this new program.

AAM is particularly interested in candidates who are enthusiastic about contributing to a workplace environment that values DEAI and can complement our DEAI work by offering unique perspectives and understanding of issues impacting groups that have been traditionally under-represented in the museum field.

**How to apply:** To encourage a broad pool of candidates with various backgrounds to apply and to foster an equitable recruitment process, we are applying some principles of “blind hiring.” To apply, please submit one document in PDF format to [hr@aam-us.org](mailto:hr@aam-us.org), using “Senior Volunteer Manager” in the subject line that includes the following:

1. As part of your application, please include your resume, but do not include personal identifiers such as your name or address. Please include education but omit school names and graduation years. Please include your email address.
2. In lieu of a cover letter, please provide responses to the following questions as part of your application (no more than 2 pages):
  - a. Describe your experience working with volunteers for a professional association. Include your specific responsibilities in developing or managing a program; building volunteer/member relationships; and managing logistics.
  - b. Please share how your lived experience connects to or enhances your ability to contribute to AAM’s DEAI work.

Applications received by **April 2, 2023** will receive full consideration from our hiring team. Applications will be evaluated based on the content of the replies and the ability to communicate clearly. Candidates who are selected for further screening will be contacted by email within two weeks after this deadline. We expect to conduct interviews beginning in early-to-mid April. Due to the large number of applications AAM receives, we can only contact those candidates selected for further screening. Please contact Human Resources at: [hr@aam-us.org](mailto:hr@aam-us.org) if you need an accommodation in submitting your application.

**Don’t meet every single requirement?** Studies have shown that women and people of color are less likely to apply for jobs unless they meet every single qualification. AAM values a diverse and inclusive workplace, so if you are excited about this role but your experience doesn’t align perfectly with all of the qualifications, we encourage you to apply anyway. You may be just the right candidate for this or other opportunities.

**About the Alliance.** The American Alliance of Museums, a 501(c)(3) non-profit organization, is a trusted leader, partner, and advocate for museums, representing art, history, and science museums, as well as aquariums, zoos, and botanical gardens. With a budget of \$10M and staff of 40, the Alliance provides leadership, advocacy, and service to its membership and the museum field. Headquartered in Arlington, VA, the Alliance is an equal opportunity employer and values a diverse workplace. For more information, please visit [www.aam-us.org](http://www.aam-us.org).