



Job Posting:
Director of Advancement Services
(CRM)

Title: Director of Advancement Services (CRM)

Reports to: VP of Development – Campaign and Individual Strategies

The National WWI Museum and Memorial (“Museum and Memorial”) is America’s leading institution dedicated to remembering, interpreting and understanding the Great War and its enduring impact on the global community.

The National WWI Museum and Memorial is committed to an inclusive and diverse workforce. We welcome people of all backgrounds, experiences, and perspectives to enhance the work that we do.

Job Summary: The Director Advancement services is an integral part of a dynamic and effective fundraising team. He/she/they will work closely with and report to the VP of Development – Campaign and Individual Strategies. The Director will serve as the primary CRM (Tessitura) power user within the Development Department and will be responsible for ensuring that Tessitura is being utilized to its fullest potential to maximize fundraising results.

Additionally, the Director Advancement services serves on the Vice President of Development Campaign and Individual Strategies leadership team for issues relating to staffing, budget, and program and operational development and is a liaison with both the CRM and Finance Departments.

The incumbent is expected to embrace the National World War I Museum’s stated mission and core values and demonstrate support for them through professional interactions and performance of job duties.

Work schedule: Monday through Friday, 8:30 am to 5:00 pm with infrequent modifications for special Museum events when needed. This is a full-time, salaried, exempt position.

Salary: \$60,000-\$70,000

Responsibilities

- Serve as the lead gift processor and recordkeeper by entering all received donations and pledges from a variety of donation sources, i.e., online, telefunding, mail appeals, etc. and precisely track gift details
- Serve as the expert with Tessitura database
- Responsible for the design, strategy, implementation, integrity, and adherence to data and CRM process standards
- Serve as the liaison with the CRM and Finance departments
- Manage the documentation of donor experiences and interactions in Tessitura, as well as implement and manage the creation of the moves management functionality while supporting the Development team in their plans and portfolio needs
- Work with gift officers to implement donor renewal strategies and campaigns
- Create and maintain reports and lists needed to track performance, monitor trends, and inform strategic decisions
- Create and maintain the development campaigns and structure in Tessitura in coordination with the CRM and Finance Department for correct reporting and reconciliation.
- Serve as the department liaison to the Finance team regarding monthly reconciliations, audit preparation,



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and general development accounting duties.

Education and Experience

- Bachelor's degree is required
- Able to be self-directed, flexible in responding to changing needs, and multi-task while maintaining a high level of attention to detail.
- Advanced knowledge of Tessitura
- Excellent organizational skills, able to meet deadlines.
- Excellent communication skills.
- Able to work independently, and be a part of fast-paced, performance-driven team.
- Professional manner and positive disposition.
- Ability to establish and maintain effective relationships with a wide variety of people and organizations.
- Proficient in Microsoft Office products, database software experience is desired.

Work Environment: *This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, fax machines, point of sale computer equipment.*

Physical Demands: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. This position can fluctuate between a sedentary role, or is very active one that requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing or balancing many times throughout the day. The employee must frequently lift and/or move up to 15 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.*

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills, or working conditions.

The National World War I Museum and Memorial is an equal opportunity employer.

Salary and Benefits: The National WWI Museum and Memorial offers a competitive salary with an excellent benefit package, including: pre-tax/Roth 401(k) matching program; health, dental, vision, life with AD&D, and short-/long-term disability insurance, Section 125 flexible benefits; paid holidays, paid time off leave.

Application Instructions and/or Questions:

Please send your resume, salary requirements, three professional references and cover letter to:

Human Resources at the National WWI Museum and Memorial

Email: human-resources@theworldwar.org

NO PHONE CALLS PLEASE.

Review of applications begins immediately and continues until the position is filled. By submitting your



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application, you authorize us to conduct reference checks and a review of available public information.

Employment is contingent upon background and reference checks that the Museum and Memorial determines is acceptable.