

Development + Membership Assistant (Full-Time 40/HR, Non-Exempt)

Position Summary

MOXI seeks a Development and Membership Assistant to play a critical role in advancing MOXI's mission. This position supports the museum's fundraising and membership programs by maintaining accurate database records, processing gifts and memberships, assisting with fundraising events, and providing exceptional customer service to members and donors. The ideal candidate will be someone who:

- Has keen attention to detail
- Has strong organizational and interpersonal skills
- Loves to have fun, play, and learn!

Report to: Associate Director of Annual Giving

Expected Schedule: Monday - Friday; 8:30 am - 5:00 pm (40-hour week)

Location: Onsite

Pay: \$25.00/Hr - \$27.00/Hr

Responsibilities:

Database and Gift Processing

- Manage donor records in Altru to ensure all contributions are accurately recorded, recognized, and acknowledged.
- Generate and send timely acknowledgment letters and donor recognition communications.
- Respond promptly and professionally to email and phone inquiries.
- Accurately record and code all contributions—including donations, grants, memberships, pledges, tributes, and event gifts—and upload supporting documentation.
- Maintain accurate donor and member records across Altru and Xtrulink ticketing platforms.
- Support printed and electronic mailings for appeals, membership renewals, event invitations, and donor communications by generating mailing lists, coordinating with mail houses, and managing postage accounts and returned mail.
- Promote and document best practices for donor and member record management.

Membership Program Support

- Assist with membership processing, renewals, fulfillment, and benefit tracking.
- Provide excellent customer service to members and guests, resolving questions or concerns in a positive and helpful manner.
- Ensure timely processing of digital and printed membership cards.

- Maintain membership materials and coordinate membership communications and mailings.
- Collaborate with the Learning Experiences team and Associate Director of Annual Giving to plan and execute quarterly Member Mornings and related programming.

Development and Event Support

- Assist in planning, executing, and staffing onsite and offsite events, including exhibit openings, museum programs, fundraisers, and member events.
- Support invitation management, RSVP tracking, staffing coordination, preparing event materials, and post-event follow-up.
- Support special requests from Board members and major donors, including tours, event assistance, and in-kind donation coordination.
- Assist with sponsorship tracking and donor recognition.
- Support invoicing and the collection of pledges and payments.
- Conduct basic donor prospect research and help maintain donor portfolios.
- Provide administrative support for meetings, solicitations, correspondence, and departmental projects.
- Perform routine administrative tasks for the Development team including scheduling, copying, filing, mailing, and preparing meeting materials.
- Assist with occasional offsite errands such as Post Office, FedEx, purchasing supplies, and donor deliveries.
- Perform other duties as assigned.

Reporting and Data Analysis

- Generate database reports to support fundraising goals and membership growth.
- Prepare regular reconciliation and gift reports.
- Assist with compiling donor and member listings for newsletters, recognition screens, and the annual report.
- Contribute to ongoing data accuracy, integrity, and continuous process improvement.

Required Skills & Qualifications:

- Exceptional organizational skills and strong attention to detail.
- Self-motivated; able to work cooperatively as a member of a team as well as individually without close supervision.
- Ability to handle confidential information with professionalism and discretion.
- Strong ability to organize, prioritize, and adapt to changing needs.
- Excellent written and verbal communication skills; collaborative work style; ability to effectively support volunteers, donors, and staff.
- Passion for creating a world-class, educational museum experience.
- Strong proficiency in Microsoft Office and the ability to learn new systems quickly.
- Experience with fundraising or membership databases (e.g., Altru) a plus.
- Requires a valid driver's license with an excellent driving record.
- Good interpersonal skills and the ability to work in a creative and collaborative environment. Receptive to the ideas of others, and willing to contribute new ideas.

Education and Experience:

- Associate or Bachelor's degree preferred.
- 1-2 years of administrative experience, preferably in a nonprofit setting.
- Proven positive history as a meaningful contributor to a team.

Physical Requirements:

- Must be able to sit in front of a computer for an extended period of time,
- Must be able to stand and walk for extended periods of time.
- Must be able to bend and squat
- Must be able to reach high above shoulders and reach low below knees
- Must be able to lift, push and pull up to 50 lbs.

Additional Information:

- Reasonable accommodation may be provided in order to allow individuals with disabilities to perform the essential functions.
- Employment background/criminal check is required.

Reasons to apply:

- Growth-centered work environment that includes professional development opportunities.
- Fun and creative organizational culture.
- Free membership after 3 months
- Tickets for family and friends - 4 annual
- Free admission into local museums including Santa Barbara Museum of Art, Lotusland, and Santa Barbara Zoo.
- Free ASTC membership for museums across the country.
- Discounts for Happy Hours at MOXI
- Free coffee and snacks
- Monthly events for Staff (Birthday, employee celebrations, etc.)

Benefits:

- 80 hours of paid vacation, 56 hours of paid sick leave, and 13 paid holidays each year.
- Company-sponsored Gold medical insurance plan with multiple PPO and HMO options.
- Affordable dental and vision.
- Flexible Spending Accounts: Health Care FSA and Dependent Care FSA.
- Pet Protection
- Identity Theft Protection.
- Retirement Plan 403(b) + 3% match up to 6% gross pay.
- 100% employer sponsored EAP, LTD, Life/AD&D.
- Supplemental Life/AD&D.

About MOXI

MOXI, The Wolf Museum of Exploration + Innovation® is dedicated to igniting learning through interactive experiences in science and creativity. Located in the heart of Santa Barbara's vibrant Funk Zone at 125 State Street, the museum is LEED - certified Gold and serves guests of all ages through its hands-on exhibits and education programs. MOXI is a 501(c)(3) nonprofit organization generously supported by its daily guests, members, facility rentals, and donations from individuals, foundations, and corporate partners.

Who we are

MOXI is a collaborative, creative, and fun place to work. Our team is guided by a set of core values that help **create a joyful place where we empower curious minds to explore the world.**

We are **Playful**. We are **collaborative**. We are **experimenters** - we take risks and embrace failure. We believe that **diversity is critical to creativity**.

How to apply

To be considered, all applicants must submit a cover letter and a resume.

Email: lilya.vicencio@moxi.org

Website: <https://moxi.org/careers/>

MOXI is an equal opportunity employer committed to diversity at all levels.