



Development Officer, Patrons' Circle

The Aga Khan Museum (AKM) in Toronto, Canada offers visitors a window into worlds unknown or unfamiliar: the artistic, intellectual, and scientific heritage of Muslim civilizations across the centuries from the Iberian Peninsula to China. Its mission is to foster a greater understanding and appreciation of the contribution that Muslim civilizations have made to world heritage. Through education, research, and collaboration, the Museum will inform and inspire audiences from all cultures by presenting art created in the Muslim world throughout the past fourteen centuries, along with current paths of artistic practice and cultural development.

Purpose of Position

Reporting to the Development Manager, the Development Officer, Patrons' Circle will be responsible for managing all Patrons' Circle programs including the Director's Circle and the Young Patron programs. S/he will provide outstanding donor care in the recruitment and retention of Patrons' Circle members, including organizing events and communication, in order to build long-term relationships and foster a greater connection with the Museum. The Development Officer serves as the primary staff contact for Patrons' Circle members.

Key Responsibilities

- Execute the annual plan for philanthropic giving by Patrons to achieve annual fundraising targets
- Manage the solicitation process of all Patrons' Circle members, including strategies and plans for acquisition and retention
- Plan and coordinate the implementation of national and international Patron Drive campaigns
- Pilot national and international chapter-based Patron programs with a team of volunteers
- Engage a committee dedicated to the Young Patron program
- Ensure appropriate and timely stewardship and benefit fulfillment of the Patrons' Circle program, including Young Patron & Director's Circle members
- Develop and implement engagement and relationship management strategies, soliciting feedback on benefit and service delivery to identify opportunities for enhancement
- Oversee coordination of small to large-scale cultivation and stewardship events including VIP openings and previews, special tours and programs, and large fundraising events
- Work closely with departmental colleagues, including the Major Gifts team, in developing and implementing strategies to identify prospects and increase annual donations
- Oversee the operation of the Patrons' Lounge, coordinating with Volunteer Services and Visitor Services to ensure appropriate coverage
- Other duties as assigned

Qualifications & Experience:

- University or college degree or diploma, with 4+ years of professional experience, preferably in the arts and culture nonprofit sector.
- Demonstrated experience in developing and maintaining a membership or loyalty program



preferred.

- Ability to think strategically and to execute and evaluate multi-faceted programs.
- Customer service and marketing experience.
- Experience with donor and ticketing databases (Tessitura experience is an asset).
- Excellent communication (verbal and written) and presentation skills, interpersonal and relationship management skills, including working with volunteers.
- Results-oriented, works well both independently and as part of a team.
- Highly organized, accurate and detail-oriented.
- Strong analytical and problem-solving skills, and an ability to manage multiple priorities in a fast paced environment.
- A willingness to work occasional evening and weekends, as required.
- Knowledge and passion of arts and culture an asset.

To Apply

Please send your cover letter and resume to akm.hr@akdn.org on or before **July 25, 2016**.

The Museum thanks all those who apply, however only shortlisted candidates will be contacted.

Please note that the Museum is an equal opportunity employer and is committed to fair and accessible employment practices. Upon request, suitable accommodations are available under the Accessibility for Ontarians with Disabilities Act for applicants invited to an interview.