INDIANAPOLIS MOTOR SPEEDWAY MUSEUM

Indianapolis Motor Speedway Museum Position Description

Position Title	Membership Manager
Department	Development
Reports To	President (subject to change)
Location	Indianapolis Motor Speedway Museum, 4750 W. 16th Street, Indianapolis, IN 46222
FLSA Status	Full-time, exempt

Organization Summary:
The Indianapolis Motor Speedway Museum is an independent 501(c)(3) nonprofit organization. Despite being within the track, the Museum is operated separately from Indianapolis Motor Speedway. The Indianapolis Motor Speedway Museum brings to life the innovation, thrill, and cultural significance of motor racing at the Racing Capital of the World. Our vision for the Indianapolis Motor Speedway Museum is to ignite curiosity, spark discovery, and embrace tradition.

Our Mission:
At the Museum, our mission is to celebrate and preserve the history behind the Indianapolis Motor Speedway and the Indianapolis 500. We are dedicated to sharing stories that connect people to history, art, and culture in meaningful ways. Every guest who walks through our doors is not just a visitor—they are part of our story.

Position Summary
We are seeking a data driven individual focused on membership acquisition and retention to fill the position of **Membership Manager** at the Indianapolis Motor Speedway Museum. As a Membership Manager, you will develop and execute the annual membership plans, which include incorporating market demand, and weekly, monthly and annual metrics. You will work with our ticketing vendor to create growth and expand retention. If you enjoy driving sales strategies and managing the development and execution of membership we want, you on our team!

Job Duties and Responsibilities:
PRIMARY MANDATE: Grow and strengthen the membership program and ensure the integrity of the Museum's constituent/revenue data.

Membership Strategy & Growth

- Lead the Museum's overall membership program, including acquisition, renewal, retention, upgrade and reactivation strategies.
- Oversee all aspects of membership administration, including enrollment, fulfillment, member communications, and the timely resolution of customer inquiries.
- Establish and maintain procedures to ensure consistent and efficient membership operations.
- Oversee membership benefits, promotional offerings, renewal communications, and member recognition initiatives.
- Monitor membership activity and identify opportunities to improve processes and overall member experience.
- Ensure membership records, transactions, and documentation are accurate and maintained appropriately.
- Develop strategies to increase membership enrollment, engagement, and renewal rates.

- Identify opportunities to expand membership offerings and enhance the value of existing membership levels.
- Oversee the administration and accuracy of membership information within VBO and Salesforce.
- Ensure membership records, contact information, payment activity, and fulfillment details are accurately maintained.
- Ensure members receive timely, professional, and knowledgeable assistance regarding membership benefits, renewals, reservations, and Museum services.
- Address escalated member concerns and resolve service issues in a professional and timely manner.
- Partner closely with Individual Giving, Stewardship, Corporate Partnerships/Sponsorships and Finance to ensure accurate tracking and reporting of revenue and constituent activity.
- Support gift processing, acknowledgment and reconciliation processes while ensuring appropriate controls and documentation.
- Help establish disciplined Development operating procedures as the Museum's fundraising operation grows in scale and sophistication.
- Train staff on CRM standards, data-entry expectations, reporting tools and membership processes.
- Support annual budgeting and forecasting for membership revenue.
- Continuously evaluate systems, processes and technology to improve efficiency, accuracy and scalability.
- Other duties as assigned.

Education/Qualifications/Skills:

- Bachelor's degree in marketing, communications, business, nonprofit management (preferred).
- Strong written, verbal, presentation skills with a strong ability to translate data into revenue opportunities.
- Demonstrated experience managing or working extensively with a CRM or membership database.
- Strong analytical and problem-solving skills with the ability to interpret data and translate findings into actionable recommendations.
- A positive, self-motivated attitude and strong problem-solving abilities.
- Ability to handle confidential information with discretion and sound judgment.
- Demonstrated time management skills with the ability to multitask efficiently while maintaining accuracy.
- Ability to work collaboratively with a variety of people with different skills and abilities.
- Although traditional office hours are Monday through Friday, availability is required for weekend support, as well as some evening hours.
- Working knowledge of Microsoft Office programs and outlook.

INDIANAPOLIS MOTOR SPEEDWAY® MUSEUM

Physical Requirements:
This position typically works in a professional office environment. The role may require extended periods of sitting, using a computer, communicating by phone or in person, moving throughout the office and occasionally lifting or moving office supplies or equipment.

- Ability to stand and/or walk within a limited footprint for long periods of time.
- Ability to bend, reach and stoop repeatedly.
- Ability to lift/carry 11-25 pounds.

Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

- Moderate to heavy noise (i.e., high traffic spaces with guests talking, sounds from displays).
- Flashing light exposure in certain areas.
- Ability to work in a confined area.
- Collaborate with a dedicated community of volunteers and employees who share a commitment to supporting the Indianapolis Motor Speedway Museum's mission and enhancing the experience of its members and visitors.

Equal Opportunity Employer
E-Verify
Background Check

Disclaimer:
This job description is not an exhaustive list of all functions that may be required to perform, additional functions may be required. The organization reserves the right to revise this job description at any time. All employees must be able to perform the essential functions of the position satisfactorily and so that, if requested, reasonable accommodation may be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship.

Printed Name: _____

Signature: _____ **Date:** _____

Submit Application: museumjobs@imsmuseum.org