Development & Tour Coordinator

The Development and Tour Coordinator position consists of assisting with two major components to the USCHS development department. One aspect of the job is supporting the development and fundraising needs of the society through gift processing, individual membership monitoring, and donor relationship building. The second aspect of this position is focused around the USCHS tour program. All tour requests from society members, destination management companies, charity groups, and individuals are scheduled through this position.

Development:

- Processes all development gifts while coordinating with appropriate fund-raising, merchandise and accounting staff;
- prepare and mail standard gift acknowledgments;
- assure accuracy of donor data; maintain individual membership files.
- Works closely with the Director of Strategic Engagement to monitor all individual membership updates, benefits, and various gift appeals
- Work closely with accounting department and submit weekly and monthly reconciliation reports
- Preparing various lists for event announcements, invitations, promotional mailings, and newsletter mailings; social media outreach; updates organization’s pages on various charity rating websites
- Create and pull various constituent lists on a weekly basis in Donor Perfect.
- Manage prospect list for major gift committee
- Help develop and implement strategy for major gifts, programs, and engagement
- Develop processes and queries to make reporting more efficient
- Assist with individual membership and USCHS events: including creating invitations and programs; pulling invitation lists; maintaining rsvp lists; preparing nametags and seating charts;
helping with set-up and logistics; and mailing newsletters and thank you letters following events. These events include the annual Freedom Award presentation, volunteer reception, member tours and all other development and Society events as required.

Tour Scheduling & Volunteer Management

- Works closely with, and manage the calendar, of the Chief Guide to schedule and coordinate all tour requests and speaking presentations by promptly responding to tour requests via phone and email.
- Build relationships with Destination Management Companies (DMCs).
- Build and maintain relationships with all volunteers.
- Responds to inquiries from DMC’s and Corporate members about tour availability, content, and logistics.
- Finds and assigns tour guides as appropriate, including former Members of Congress and all volunteers; handles timing, security, and day-of logistics with staff and volunteer tour guides.
- Coordinates and provides site visits with DMCs.
- Help recruit new Former Members of Congress to volunteer.
- Assist with developing and marketing specialty tours of the Capitol and Capitol Hill.
- Assists with hosting VIP tours, or fills in for volunteer guides during the busy season.
- Sends notifications as necessary to Capitol offices as required and makes special arrangements when necessary.
- Creates and tracks pledges to give.
- Maintain tour statistics for in-house records, tracking corporate tours, partner tours, DMC tours, volunteer hours, and guest counts.
- Update all volunteer availability and contact information.
- Recruits new volunteers and handles inquiries about volunteer opportunities.

Requirements: Excellent customer service skills. Good computer skills, including Donor Perfect, Constant Contact, Microsoft Office applications, and various social media platforms. Experience with Donor Perfect or other database a plus as well as experience with Constant Contact of other email delivery management system is a plus.

Quick learner, well-organized, and attention to detail are essential. Must be able to multi-task, work under deadlines, and stay composed under pressure. Ability to work independently, as well as part of a team. Should enjoy working with donors and volunteers.
**Schedule:** 40 hours per week, 9am to 5pm. Some evening work required for events and tours throughout the year, with compensating time off.

**Salary and benefits:** $35,000 - $37,000 salary plus medical insurance, vacation and other benefits

**To apply:** Applications will be considered as they arrive. Please send resume and cover letter to lmstepp@uschs.org

The U.S. Capitol Historical Society is an independent, nonpartisan, 501(c)(3) organization founded in 1962 with a Charter from Congress to educate the public about the U.S. Capitol and Congress. In addition to developing diverse community, visitor and school programs on the history of the Capitol and the Congress, the Society contributes to the research and display collections of the Capitol.