



Scheduling and Membership Manager Job Description

Reports To: Executive Director

Location: Stafford Air and Space Museum, Weatherford, OK

Job Type: Full-Time

Position Overview

The Scheduling and Membership Manager at the Stafford Air and Space Museum will play a pivotal role in ensuring the smooth coordination of events, programs, facility rentals, and membership initiatives. This position blends logistical coordination with guest service excellence, membership development, and strategic scheduling, all to support the museum's mission of honoring General Thomas P. Stafford and advancing STEM education.

Key Responsibilities

Event & Facility Scheduling

- Coordinate all internal and external event scheduling, including educational programs, facility rentals, VIP visits, tours, and special museum events.
- Maintain the museum's master calendar and booking systems to ensure proper space utilization and event logistics.
- Serve as the primary liaison between departments and external partners to align event needs with facility availability and staffing.
- Oversee setup and breakdown logistics for events and ensure all resources are allocated effectively.

Membership Program Management

- Develop and implement strategies to recruit, retain, and engage museum members.
- Maintain the museum's membership database, ensuring accuracy in records, renewals, and communications.
- Coordinate member benefit fulfillment, including special event invitations, newsletters, and exclusive offerings.
- Analyze membership trends to support growth and community engagement goals.

Guest and Group Services

- Serve as the point of contact for group visits, including schools, tour groups, and VIP delegations.
- Prepare and distribute group itineraries, confirmations, and pre-visit materials.
- Support the development of feedback mechanisms to continually improve visitor and member satisfaction.

Volunteer Coordination for Tours

- Oversee the recruitment, onboarding, and scheduling of volunteers to support guided tours and group visits.
- Maintain a clear and up-to-date volunteer schedule in alignment with the museum's tour calendar.
- Collaborate with the education and guest services teams to ensure volunteer tour guides are well-prepared and supported.
- Build relationships with local schools, universities, and community groups to expand the museum's volunteer base.

Administrative Support

- Generate reports on scheduling metrics, membership performance, and visitor attendance as needed.
- Assist with budgeting for events and membership initiatives.
- Collaborate with the marketing and education teams to promote events and membership opportunities.
- Coordinate and maintain scheduling for the Stafford Scholars program, including communication with participants, managing calendars, and ensuring timely updates to all relevant parties.

Qualifications

Required:

- Bachelor's degree in Hospitality Management, Nonprofit Administration, Communications, Business, or related field.
- Minimum 2 years of experience in event coordination, scheduling, or membership services, preferably in a museum, nonprofit, or cultural institution.
- Excellent organizational, multitasking, and time management skills.
- Strong interpersonal and written communication abilities.
- Proficiency with scheduling platforms, membership CRM systems, and office software (Microsoft Office Suite, Google Workspace).

Preferred:

- Experience with CRM/event software.
- Passion for space history, STEM education, or museum engagement.

Working Conditions

- Some weekend and evening availability is required for events and programs.
- Must be able to walk, stand, and lift up to 25 lbs. when supporting event setups.
- Office-based position with regular interaction across departments and with the public.

Other:

- The City of Weatherford is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, gender, religion, age, disability, marital status, family status or sexual orientation in employment or the provision of services.

It is understood that:

- Each or every incidental duty connected with operations enumerated or listed in the position description is not and cannot always be specifically described; and employees, at the discretion of the City, may be required to perform duties not listed within their job descriptions.
- This is an at-will position
- The job description does not constitute an employment agreement between the City and employee; and is subject to change by the City as the needs of the City and requirements of the job change.
- The City of Weatherford operates as a drug-free workplace
- Certain essential City services are required to be maintained in any civil emergency. Depending upon the type of emergency, any and all employees may be activated as essential personnel.