



**Job Title:** Member Experience Volunteer

**Organization:** Detroit Artists Market

**Location:** Detroit, MI

**Position Type:** Volunteer

**Time Commitment:** 3-5 hour shift

### **About Detroit Artists Market**

Detroit Artists Market (DAM) is a nonprofit art gallery committed to contemporary art and connecting artists, collectors, and communities. For over 90 years, DAM has been a catalyst for creativity, innovation, and community engagement, providing a platform for local artists to showcase their work and connect with art enthusiasts. DAM offers exhibitions, educational programs, and membership opportunities that empower artists and enrich the cultural fabric of Metro Detroit.

### **Position Impact:**

This opportunity is ideal for individuals with some experience in member or community engagement, and interested in creating a positive and personalized experience to support member engagement and retention. By focusing on the member journey, you will help DAM understand the unique needs of our members and develop tailored experiences and services that foster deeper connections and support our mission.

### **Key Responsibilities:**

- Provide a warm welcome to new members and assist in the onboarding process, including giving tours of the gallery and explaining membership benefits.
- Assist in developing and implementing strategies to recognize and appreciate members, such as thank-you notes, member spotlights, and special acknowledgments.
- Solicit member feedback and collaborate with the internal team to develop and enhance membership programs and benefits based on feedback and engagement data
- Assist with membership drives, renewal solicitations, and related mailings to help grow and maintain the gallery's membership base

### **WHY GET INVOLVED?**

- Become a valued member of a team of volunteers and staff who are passionate about art and community
- Play a pivotal role in creating positive and personalized experiences that foster deeper connections with DAM members.
- Gain experience in community engagement and customer service within a dynamic nonprofit environment
- Enjoy exclusive invitations to private exhibition tours with artists and curators prior to the opening of new exhibitions.

### **Working Conditions**

Business hours for the Detroit Artists Market are **Tuesday through Saturday, 11am-6pm**, with occasional evening programming to be expected. The noise level in the work environment is usually moderate. Daily equipment use includes the following: windows computer or iPad, telephone, printer/copier and fax.