



POSITION DATA

JOB TITLE: Membership Assistant, Part Time

DEPARTMENT: Institutional Advancement

POSITION OVERVIEW

The 9/11 Memorial & Museum seeks a dynamic, sales driven, Membership Assistant to be part of our dedicated on-site fundraising Museum Membership Team.

This position requires a candidate with exceptional sales, communication and interpersonal skills, with experience in customer service and data entry with attention to detail and accuracy, to sell Museum Memberships both at the membership desk inside the museum and outdoors on the Memorial plaza. Disseminate information about the Membership program and answer general questions about the Memorial and Museum encouraging visitors to join, providing an overall positive experience to prospective members and museum visitors, while also offering a high standard of excellent service to current members. Candidates will be required to work evenings, weekends and holidays as scheduled.

ESSENTIAL FUNCTIONS

- Face-to-face interaction with members and prospective members who approach the membership desk with a primary focus on selling and renewing memberships, servicing members needs inside the Museum at the Membership Desk and outside on the Plaza
- Assist members with guest and admission tickets, fulfill membership materials for memberships sold at the Membership Desk and distribute audio guides to members and member guests
- Provide Membership and Museum information while maintaining a customer focused attitude
- Maintain membership records including processing new members and renewing memberships; ensure records are up-to-date and database is accurate
- Provide assistance for other sectors of development including working events on and off site including, but not limited to, the Benefit Dinner, 5K, Anniversary Ceremony, Public Programs
- Promote Membership and/or the Museum at events including the Tribeca Film Festival and other city-wide events
- Lead VIP tours of the Museum and Plaza
- Assist the membership department in management of guided tours, member previews and events, and general clerical and customer service duties as assigned
- Track and report prospect/member feedback to supervisor
- Work closely with other departments, particularly the Operations Department.
- Perform other duties as assigned, including assistance with Direct Mail campaigns (including printing, assembling and envelope stuffing), fulfilling and acknowledging new and renewing memberships, answering phones and special events updating member records in the Raisers Edge database

QUALIFICATIONS/SKILLS REQUIREMENT

- Associate's Degree preferred
- 1 to 3 years of customer service, hospitality or retail experience required
- Point-of-sale experience, including handling credit cards and maintaining security of confidential information

- Must have experience with databases and general computer skills including MS Office. Proficiency with POS system and Raisers Edge is strongly preferred.
- Prior experience working in a membership environment is a plus.
- Professional appearance required. Excellent attention to detail is necessary, with strong oral, written communication and presentation skills.
- Ability to multi-task, think proactively, creatively and independently; capable of listening to customers, identifying issues/problems and offering solutions.
- Reliable team player with a positive attitude and outgoing personality who is capable of successfully adapting to new challenges is strongly preferred
- A uniform will be provided and is required to be worn during working hours
- Ability to take direction from multiple supervisors
- Knowledge of a second language is helpful
- Working nights/weekends/holidays are required

HOW TO APPLY

- Include job title in the email subject field.
- Please state the location where job posting was seen.
- Send resume to 9/11 Memorial Jobs - Institutional Advancement
911mmiajobs@911memorial.org