



POSITION DATA

JOB TITLE: Membership Assistant, full-time
DEPARTMENT: Institutional Advancement
REPORTS TO: Manager, Museum Membership
Classification: Non-Exempt
Salary Range: \$22.00 - \$24.20 per hour
DATE: December 2022

POSITION OVERVIEW

The 9/11 Memorial & Museum seeks a dynamic, frontline fundraiser to join our dedicated on-site Museum Membership Team as a full-time Membership Assistant.

This position requires a candidate with exceptional communication and interpersonal skills – a self-starter with an entrepreneurial spirit and the ability to effectively pitch and close sales. Experience in customer service and data entry is highly desirable. Attention to detail and accuracy is a must to actively sell Museum Memberships both at the Membership Desk inside the Museum and outdoors on the Memorial plaza. The individual in this role proactively engages in conversations with numerous Memorial and Museum visitors, while disseminating information about the Membership program, encouraging all to join. Furthermore, this individual is tasked with providing an overall positive experience to prospective members, while offering excellent concierge service to and stewardship of current Museum members.

ESSENTIAL FUNCTIONS

- Proactive face-to-face interaction with both existing and prospective members who approach the membership desk or on the Memorial plaza with a primary focus on selling and renewing memberships, servicing members needs
- 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 areas of Institutional Advancement, including working events on and off site such as but not limited to the Benefit Dinner, 5K, Summit on Security, and 9/11 Anniversary Ceremony
- Promote Membership and/or the Museum at offsite events
- Lead VIP tours of the Memorial and Museum
- Assist the membership department in management of guided tours, member previews and events, and general administrative and customer service duties as assigned
- Track and report prospect/member feedback to supervisor
- Work closely with other departments, particularly onsite teams such as Visitor Services, Buildings & Grounds, and Security
- 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 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 indicate the location where job posting was seen.
- Please submit a resume and cover letter to 911mmiajobs@911memorial.org

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment described in this job description is representative of those that the employee will encounter and are expected to meet to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to sit, talk, listen, use hands to type data, touch, feel, reach with hands and arms, and dial the telephone. The employee is also required to stand and walk. Vision requirements include close, distance, peripheral vision, depth perception and ability to adjust focus.

The work environment is an indoor, climate-controlled office environment comprised of cubicles, walled-offices, group conference rooms and indoor and outdoor public areas. The noise level in the office environment is usually low. There are no hazards and no protective devices worn or used in the office work environment. Minimal travel is required.

The National September 11 Memorial and Museum (9/11 Memorial & Museum) is an equal opportunity employer. Applicants who meet the qualification requirements of the role will receive consideration without regard to their race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.

The National September 11 Memorial & Museum (9/11 Memorial & Museum) is committed to an organizational culture that supports and reinforces our values regarding diversity, equity, inclusion, and accessibility (DEIA). We seek to build a collaborative, open, and equitable space where staff want to be, knowing that their contributions, professional expertise, and distinct voices are valued and respected. We encourage and celebrate an inclusive environment where candor and participation, when it comes to sharing ideas and

collaborative problem-solving, are welcomed regardless of one's role at the Museum or background.

Reasonable accommodations may be made to qualified candidates, during the interview process, to enable individuals with disabilities an opportunity to interview.

Effective April 30, 2022, the National September 11 Memorial and Museum (9/11 Memorial & Museum) requires all eligible employees be fully vaccinated and boosted against COVID-19 as a condition of employment and provide proof of such vaccination prior to their joining the institution.