POSITION DATA

JOB TITLE: Membership Assistant
DEPARTMENT: Institutional Advancement
REPORTS TO: Manager, Membership and Individual Giving

POSITION OVERVIEW

The 9/11 Memorial & Museum seeks a dynamic, frontline fundraiser to join our dedicated on-site fundraising Museum membership team as a full-time membership assistant. The incumbent will engage in proactive face-to-face interaction with members and prospective members with a primary focus on selling and renewing memberships as well as servicing members’ ticketing needs at the Membership Desk and outside on the Memorial plaza.

ESSENTIAL FUNCTIONS

• Proactively engage in conversations with all Museum visitors while disseminating information about the Membership program and encouraging visitors to join
• Provides an overall positive experience to prospective members, while offering an excellent concierge service to current Museum members
• Assists members with guest and admission tickets, fulfills membership materials for memberships sold at the Membership Desk, and distributes audio guides to members and member guests
• Maintains membership records including processing new and renewing memberships; ensuring records are up-to-date and database is accurate
• Assists the Membership department in management of guided tours, member previews, and events
• Tracks and reports prospect/member feedback to supervisor
• Performs other duties, as assigned

VOLUNTEER REQUIREMENT

• Participates in the annual 5K Run/Walk and Community Day and September 11th commemoration, as assigned
• Assists with other special projects and events in support of all 9/11 Memorial & Museum, as assigned
**QUALIFICATIONS/SKILLS REQUIREMENT**

- Proven ability to work in a team setting and serve as a reliable team player with a positive attitude and outgoing personality who is capable of successfully adapting to new challenges is strongly preferred
- Excellent attention to detail with strong oral, written communication, and presentation skills is necessary
- Ability to multitask, think proactively, creatively, and independently; capable of listening to customers, identifying issues/problems, and offering solutions
- Prior experience within a cultural organization or attraction is a plus
- Professional appearance required
- Associates degree preferred
- Minimum 1+ years of customer service, hospitality, or retail experience required
- Point-of-sale experience, including handling credit cards and maintaining security of confidential information
- Computer experience with general proficiency in MS Office desirable
- 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 title of position in the email subject field
- Please state the job board or website where posting was seen
- Send a brief cover letter and resume to 911mmiajobs@911memorial.org