

## **Membership Ambassador - Part Time Fort Worth Museum of Science and History**

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### **Summary**

The Membership Assistant plays a key role in coordinating and advancing the work of the Museum's development operations function, primarily focused on its growing membership program. The Membership Assistant will serve as a lead representative of the Museum's membership program. This position reports to the Membership Manager.

### **Responsibilities**

- Serves as vital communication link between the Museum and its members through in-person inquiries
- Renew prior members and provide general member services as needed
- Assist with member events and kiosk coverage
- Assist onsite sales team to ensure efficient and accurate gift processing and acquisition
- Maintain organization of membership materials and report when inventory is running low
- Prepare constituent records for gift entry process and process member card production
- Attend and assist with departmental special events as needed
- Other duties as assigned

### **Educational/Career Requirements**

The position requires experience in a fast paced sales, marketing or customer service environment with direct public interaction. Also required are:

- Warm, professional interpersonal skills with the ability to work effectively with Museum members, general public and staff
- A positive, achievement-oriented attitude and proactive work ethic
- Ability to work independently and as part of a group
- Polished appearance that reflects the Museum's standing in the community
- Excellent computer skills, with experience using Raiser's Edge and Patron's Edge strongly preferred
- Experience processing complicated sales transactions and data entry
- Strong organizational skills and attention to detail
- Ability to handle multiple tasks in a fast-paced environment

### **Hours:**

Part Time, at least one weekend day. 16-24 hours per week, not to exceed 1000 hours per year. Pay is hourly; must be available to work week of Spring Break, Thanksgiving and week of Christmas. We are closed on Thanksgiving Day, Christmas Eve and Christmas Day.