

Membership Phone Bank Assistant - Part Time Fort Worth Museum of Science and History

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

- Renew prior members and provide general member information over the phone
- Assist with member events
- Prepare constituent records for gift entry process and process member card production
- 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:

- Ability to cold call lapsed members following provided script
- 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
- 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.