



## **Role Description: Membership and Guest Services Associate**

### **Reports to: Operations Manager**

#### **Essential Function**

Assist the Operations Manager and Guest Service Associates to ensure the safety and enjoyment of museum guests and maintain a clean and attractive museum environment. Follow operational procedures and protocols for guest services, including but not limited to guest safety, first aid, and emergency procedures. Coordinate the Museum's efforts to grow the membership program.

#### **Essential Duties**

##### **Guest Services**

- Display a welcoming and friendly manner and promote positive guest experiences.
- Follow all opening and closing checklists for exhibits and facilities.
- Utilize Altru software to best serve and understand our audience and increase efficiency museum-wide.
- Ensure a safe, clean, and welcoming environment through coordinated daily cleaning of all public spaces (admission area, exhibit spaces, program rooms, restrooms, sidewalk and parking lot).
- Monitor and manage children's play and interactions to maximize the experience while ensuring safety and the integrity of the exhibits. Follow all security protocols.
- Ensure the safety and functionality of all exhibits. Report all maintenance issues and follow up as necessary. Remove any soiled or unsafe toys or materials.

##### **Membership**

- Ensure effective and frequent communications with the member base through targeted email communications and phone calls.
- Ensure the integrity of membership data within the Altru database and timely processing of membership cards.
- Report membership program statistics monthly.
- Coordinate all membership materials for approval including mailings, brochures, website content, and email campaigns.
- Establish and implement the strategy and timeline for all membership communications (mailings, web, and email) for the acquisition and retention of members.
- Coordinate semi-annual membership promotions for Black Friday, Spring Break and others.

## General

- Keep confidential the business functions of the Museum including, but not limited to, financial status, customer information, employee issues, etc.
- Must perform any other required duties as requested by the Operations Manager or Museum Director to aid in better operation of the Museum and service to the customers.

## Required knowledge, skills, and abilities

- Displays a friendly, welcoming manner.
- Energetic, enthusiastic, well-organized and creative.
- Has patience and understanding for every person that is encountered.
- Is flexible and adaptable to the changes that will occur in the position.
- Can communicate effectively on the telephone and in person.
- Well developed computer skills. Able to learn and use:
  - GSuite (Gmail, Docs, Drive, Sheets, Calendar, Photos).
  - Altru
  - Canva
  - Zoom
- Is organized, honest, and works well with others, and has an outgoing personality.
- Maintains a clean work area and person.

## Qualifications

- High School diploma required.
- Prior work history in customer service and retail point of sale.
- Excellent organizational skills and attention to detail.

## Physical Demands

Considerable standing, walking, stooping, and stair climbing. Some lifting of more than 20 lbs., bending, and stretching overhead is required. Use of ladders and tools and exposure to paints, glues and solvents. Exposure to body fluids (e.g. diapering equipment and the use of spill kits for vomit). Outdoor activities may expose this position to extremes in temperature and inclement weather.

## Schedule expectation

Part time position of twenty (20) hours per week. Due to varying museum hours the Membership and Guest Service Associate's schedule includes weekends.