



**Role Description: Membership Assistant**  
**Reports to: Operations Director and Gallery Supervisor**

### **Essential Function**

As part of the Museum's Operations and Guest Service teams, the Membership Assistant is responsible for all aspects of the growing membership program. This position also includes the responsibilities of working the front desk and galleries to ensure the safety and enjoyment of museum guests.

### **Essential Duties**

#### **Membership reporting to the Operations Director**

- Ensure the integrity of membership data within the Altru database.
- Coordinate the timely processing and mailing of membership cards and welcome letters.
- Support the Guest Service Team with membership-related activities.
- Provide personalized customer service to members by handling questions and issues as they arise.
- Report membership statistics monthly.
- Work with the Marketing & Communications Task Force to:
  - Implement the strategy for membership communications (mailings, web, and email) for the acquisition and retention of members. (promotion and renewal process)
  - Coordinate membership promotions for Black Friday, Spring Break, and others.

#### **Guest Service Associate reporting to the Gallery Supervisor**

- Use KidsPlay's point-of-sale system (Altru) to best serve and understand our audience, ensuring:
  - thorough and accurate constituent data is gathered.
  - Accurate sales and register records/drawers according to the museum's policies.
- Display a welcoming and friendly delivery of the Museum's mission and values to promote positive guest experiences.
- Implement the Museum's procedures to ensure a safe, clean, and inviting environment throughout all public spaces (vestibules, lobby, exhibit spaces, program rooms, restrooms, sidewalk, and parking lot).
- Follow and document all opening and closing checklists for exhibits and facilities. Document activities on appropriate checklists.
- Implement safety, first aid, and emergency procedures.
- Follow all security protocols.
- Monitor and manage children's play and interactions to maximize the experience while ensuring the exhibits' safety and integrity.
- Remain up-to-date on the daily schedule of Museum activities and assist in the setup/breakdown of programs and activities as needed.
- Provide exceptional customer service by resolving visitor concerns or complaints to their satisfaction and the Museum's.

- Practice the “Standards of Engagement” to promote family learning.
- 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.

### **General**

- Keep confidential the business functions of the Museum, including, but not limited to, customer and donor information, employee issues, etc.
- Perform any other required duties as requested by the Museum Director to aid in better operation of the Museum and service to the customers.
- Demonstrate support of the museum mission, management, and board of directors.

### **Qualifications**

- Associate’s degree or equivalent combination of education and experience.
- Prior work history in customer service and retail point of sale.
- Successful results on a criminal and sexual abuse background screening.

### **Required knowledge, skills, and abilities**

- Displays a friendly, welcoming manner.
- Must project a positive attitude with both customers and co-workers.
- Ability to work in a fast-paced team environment and maintain cooperative working relationships with co-workers, volunteers, the Board of Directors, and the public.
- Attention to detail and follow-through, problem resolution, awareness of deadlines, and ability to organize workload to meet them.
- Is energetic, enthusiastic, well-organized, and creative.
- Has patience and understanding for every person that is encountered.
- Is flexible and adaptable to the changes that may evolve in the position.
- Demonstrates well-developed computer skills. Able to learn and use:
  - GSuite (Gmail, Docs, Drive, Sheets, Calendar, Photos)
  - Altru
  - Office 365 Suite (Word, Excel, Teams)
  - Zoom or other remote meeting technology
- Communicates effectively in writing, by telephone, and in person.
- Maintains a clean work area.

### **Preferred experience, knowledge, skills, and abilities**

- Spanish fluency
- Museum, nonprofit, or early childhood education experience

### **Physical Demands**

- Considerable standing, walking, stooping, and stair climbing.
- The ability to hear, understand, and distinguish speech and/or other sounds (e.g., alarms).

- Clarity of vision at approximately 20 inches or less (i.e., use of computers), at 20 feet or more (the ability to recognize features of a person or object), and peripheral vision.
- The ability to assist caregivers during building evacuation.
- Some lifting of more than 20 lbs., bending, and stretching overhead is required.
- Potential exposure to paints, glues, and solvents.
- Outdoor activities may expose this position to extremes in temperature and inclement weather.

### **Schedule expectations**

Part-time position of twenty (20) hours per week. Due to varying museum hours, the Membership Assistant's schedule includes evenings and weekends.

### **Compensation and Benefits**

- Hourly Wage Range: \$16.00 to \$18.00
- Access to self-funded supplemental insurance.

### **Application Process**

Please submit an application via [kidsplaymuseum.org](http://kidsplaymuseum.org)

Please be prepared to submit:

- Cover Letter with an expression of interest
- Resume
- Three letters of professional reference with contact information

Phone inquiries, mail, or in-person submissions will not be accepted.

**KidsPlay Children's Museum, Inc. is an Equal Opportunity Employer and a Drug-Free Workplace.**