

MID-HUDSON CHILDREN'S MUSEUM

Position Announcement Membership and Guest Experience Coordinator

Membership and Guest Experience Coordinator (Full-time). Mid-Hudson Children's Museum, in Poughkeepsie, NY, seeks an individual with experience in customer service, data-entry and direct mail coordination to serve as its new Membership and Guest Experience Coordinator.

The Membership & Guest Experience Coordinator is a member of the museum's Guest Experience team and helps to coordinate all aspects of the museum's growing membership program, including front desk and online membership sales, membership processing, fulfillment and reporting. This position is also part of the museum's floor staff with responsibilities of working the admissions desk and gallery spaces to provide legendary customer service to families with young children who visit the museum.

Bilingual (English/Spanish) applicants are especially encouraged to apply.

PLEASE NOTE: This is a full-time (37.5 hours/week) position that includes full Mid-Hudson Children's Museum benefits. Weekend availability is required.

The Mid-Hudson Children's Museum is an Equal Opportunity Employer

MHCM APPLICATION INSTRUCTIONS

Membership & Guest Experience Coordinator

We welcome your application for the position of Membership & Guest Experience Coordinator at the Mid-Hudson Children's Museum.

TO APPLY: Include the following four items with your application:

- Cover letter
- Resume
- 1 page bullet-list summary that explains how your previous experience supports each of the duties and responsibilities listed in the position description
- List of 3 references. Please provide the affiliation, day and evening phone numbers, mailing address, and email address for your references. *(Do not send letters of reference – we will contact references directly.)*

Please e-mail your application as a Word or pdf file to jobs@mhcm.org. Please email your application as an attachment. (Do not send your cover letter or other parts of your application embedded in the text of an email message.)

We are looking to have these positions filled by February 2022 in advance of the Museum's planned reopening in March 2022. Review of applications will begin immediately so that interviewing, onboarding and training can occur in timely fashion.

Thank you for your interest in the Mid-Hudson Children's Museum. We look forward to reviewing your application!

MID-HUDSON CHILDREN'S MUSEUM
POSITION DESCRIPTION

Membership & Guest Experience Coordinator

Title of Supervisors: Guest Experience Manager

MAIN FUNCTION

The Membership & Guest Experience Coordinator is a member of the museum's Guest Experience team and helps to coordinate all aspects of the museum's growing membership program, including front desk and online membership sales, membership processing, fulfillment and reporting. This position is also part of the museum's floor staff with responsibilities of working the admissions desk and gallery spaces to provide legendary customer service to families with young children who visit the museum.

RESPONSIBILITIES

Membership Program (50%)

Membership processing and data entry. Processes payments for new and renewed individual and corporate memberships. Updates membership database with member information.

Membership customer service. Supports front line staff on membership related activities. Provides personalized customer service to members by handling inquiries and issues as they arise.

Coordination with Annual Giving. Works collaboratively with Campaign Administrator to coordinate membership renewals with annual fund solicitation mailings.

Membership fulfillment. Coordinates production and mailing of membership cards, welcome letters and member benefits summaries.

Guest Experience (50%)

Front Desk Customer Service. Welcomes guests, processes admissions, sells museum memberships, answers phones, answers basic visitor questions and/or directs inquiries to appropriate staff. Provides legendary customer service to museum guests.

Museum and Gallery Operations. Assists in opening and closing the museum, with group visits, parties and special events; restocks exhibit areas; performs general museum restocking and resetting; and participates with other projects as assigned. Assists with field trips and/or special programs as needed.

Events. Provides staffing for the museum for special events and private evening pavilion rentals. Coordinates member nights.

SUPERVISION OF OTHERS

This position does not have supervisory responsibilities.

EXPERIENCE/SKILL REQUIREMENTS

- College degree: Associates or Bachelor's degree.
- 1-2 years' experience in data entry is required; experience in data entry in support of annual fund and/or membership programs is strongly preferred.
- Experience coordinating direct mail programs is required; must have experience conducting mail merges, producing batched letters, printing labels and envelopes, and coordinating postage. Experience with Constant Contact is strongly preferred.
- Excellent judgment and maturity; able to work with confidential information appropriately.
- Must be passionate about the mission of MHCM, take pride in producing quality work and be enthusiastic about being a part of an innovative team.
- Strong team and customer-service orientation. Willing to pitch in to accomplish tasks outside the official job description required. Able to work effectively with a wide variety of people.
- Able to perform repetitive, detail-oriented tasks with accuracy.
- Mastery of Microsoft Word and Excel; Outlook is required. Must have experience with databases and performing mail merges.
- Excellent writing and speaking skills; appropriate, persuasive and timely in communications.
- Excellent organizational and time management skills; able to develop and implement systems to ensure time-sensitive work is completed.
- Experience coordinating or assisting with events preferred.
- Willing to learn new things; flexible and able to adapt to changes in work.

WORKING CONDITIONS

Congenial but fast-paced, not-for-profit museum floor and office environment.

TIME COMMITMENT

This is a full time position (37.5 hrs/wk). Weekend, holiday and occasional evening availability is required.

SALARY AND BENEFITS

Salary range of \$30,000-\$32,000, depending on experience. Includes MHCM benefits.

***The Mid-Hudson Children's Museum is an Equal Opportunity Employer
with a passionate commitment to diversity, equity, and inclusion.***