

Position Title: Membership Sales Associate

Reports to: VP of Development

Status: Part-time, Hourly

Hours: varies; may include evenings and weekends

Job Summary:

The Membership Sales Associate (MSA) communicates, promotes, and sells member benefits to museum visitors. The MSA helps elevate the guest experience by providing a high-quality and engaging experience for museum visitors and guests.

Essential Responsibilities:

- Greet visitors in a friendly and helpful way.
- Interact pleasantly and professionally with visitors, members, VIP's, and museum staff.
- Maintain a well-informed working knowledge of the exhibits, programs and services available. Provide directions and general visitor information.
- Maintain a well-informed working knowledge of membership benefits, and communicate such information effectively to visitors.
- Recruit, enroll, and orient new members.
- Ensure high levels of customer satisfaction through excellent sales service.
- Sell new memberships and update continuing member records.
- Maintain presentable conditions in assigned area.
- Provide assistance at development and membership events as needed.
- Perform other related tasks as assigned.

Minimum Qualifications:

- Experience with cash handling and point of sales systems strongly preferred
- Strong customer service mindset
- A passion for working with the public, with the ability to interact pleasantly and professionally with visitors, members, VIPs, and staff
- Attention to detail and ability to handle multiple tasks simultaneously
- Ability to learn and use the Museum's point of sale/membership records system

Essential functions (ADA):

- Ability to communicate and interact verbally, both in person and over the phone.
- Ability to use personal computers and other office equipment effectively.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- Exerting up to 10 pounds regularly, up to 30 pounds of force occasionally and/or negligible amount of force frequently to lift, carry, push, pull or otherwise move objects.
- Visual acuity to determine the accuracy, neatness, thoroughness of the work assigned.
- Requires the ability to travel to and from job location.



This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee, and may include other duties as assigned.

Reviewed by: _____ Date: _____