MID-HUDSON DISCOVERY MUSEUM

Position Announcement
Membership and Guest Experience Coordinator

The Mid-Hudson Discovery Museum (MHDM) is a nonprofit institution of informal learning for children ages 0-12. We proudly serve families with children, school districts of the Mid-Hudson Valley and the communities around us. Our mission is to empower children and their families.

The Mid-Hudson Discovery Museum (MHDM) is seeking a friendly, outgoing and motivated individual to join our Guest Experience team. Must have experience in customer service, data-entry and direct mail coordination to serve as its Membership and Guest Experience Coordinator.

The Membership and Guest Experience Coordinator helps to coordinate all aspects of the museum’s growing membership program, including front desk membership sales, online membership sales, membership processing and fulfillment. 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 museum guest, and booking and managing birthday parties.

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

NOTE: This is a full-time hourly position that includes health insurance and paid time off. Weekend availability is required.

*The Mid-Hudson Discovery Museum is an Equal Opportunity Employer with a passionate commitment to diversity, equity, and inclusion.*
Application Instructions for the Position of Membership and Guest Experience Coordinator

We welcome your application for the position of Membership and Guest Experience Coordinator at the Mid-Hudson Discovery 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@mhdm.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 anticipate filling this position by September. Review of applications will begin immediately so that interviewing, onboarding and training can occur in timely fashion.

Applications will be accepted until the position is filled. We will only contact applicants that most closely fit position requirements.

Thank you for your interest in the Mid-Hudson Discovery Museum. We look forward to reviewing your application!
MID-HUDSON DISCOVERY MUSEUM
POSITION DESCRIPTION

Membership and Guest Experience Coordinator

REPORTS TO: Director of Public Programming

HOURLY COMPENSATION: $17-$18.50 per hour, depending on experience

MAIN FUNCTION

As Membership and Guest Experience Coordinator, you will have four roles: 1) support general museum operations, including daily admissions desk and floor staffing, booking and managing birthday parties; 2) serve as the second-in-command within the department, providing supervision to other Guest Experience team members in the absence of the Guest Experience Manager; 3) support the museum’s membership program through front desk membership sales, online membership sales, membership processing and fulfillment and, 4) help grow the museum’s birthdays and membership base by creating new and exciting member events.

RESPONSIBILITIES

Guest Experience /General Museum Operations

- Welcome guests, process admissions, sell museum memberships, answer phones, answer basic guest questions and/or direct inquiries to appropriate staff, while providing legendary customer service
- Support museum operations by opening and closing the museum, assist with group visits, parties and special events; restock exhibit areas; perform general museum cleaning; participate with other projects as assigned
- Provide staff supervision to members of the Guest Experience Team, in support of the Guest Experience Manager
- Ensure that hosted birthday parties on weekends and evenings run smoothly, serving as backup party host, as needed
- Provide staffing for the museum for special events and private evening pavilion rentals
- Coordinate first aid training of all museum staff and select volunteers; assists executive director in coordinating emergency response training

Membership Program

- Membership processing and data entry. Processes payments for new and renewed individual memberships. Updates membership database with member information.
• Membership fulfillment. Coordinates production and mailing of membership cards, welcome letters and member benefits summaries.

• Support for membership sales and customer service. Works closely with front line museum staff to support membership sales. Provide personalized customer service to members by handling inquiries and issues as they arise.

• Direct mail. Assist in all direct mail projects by performing mail merges, producing letters and coordinating response pieces.

• Special Events. Coordinates member nights. Provide staffing and planning support for special museum events.

Birthday Parties
• Coordinator and maintain online booking for birthday parties
• Provide excellent customer service on all aspects of birthday parties to guests interested in booking birthday parties
• Maintain birthday theme, demo and favor bag supplies
• Coordinate with Guest Experience Manager to ensure Museum Associates are trained to perform birthday demos

EXPERIENCE AND SKILL REQUIREMENTS
• Upbeat and positive attitude, with enthusiasm for the Mid-Hudson Discovery Museum and for ensuring excellent and memorable experiences for museum guests
• 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.
• Able to perform repetitive, detail-oriented tasks with accuracy
• Strong computer skills in Microsoft Word, Excel and 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
• Excellent judgment and maturity; able to work with confidential information appropriately
• Strong team and customer-service orientation. Willing to pitch in to accomplish tasks outside the official job description. Able to work effectively with a wide variety of people.
• Willing to learn new things; flexible and able to adapt to changes in work
• Takes pride in producing quality work
• Able to “self-start,” show initiative, follow-through on tasks, and communicate progress with others in a timely manner
• Strong organizer of self and others; able to work through multiple tasks
• Bilingual (English/Spanish) desirable

WORKING CONDITIONS:
• Family-friendly, hands-on (and sometimes messy!) museum environment. Usually high energy and busy, but can also have slow periods.
• Congenial but fast-paced, not-for-profit museum floor and office environment
• Must be willing and able to handle frequent interruptions in order to enhance the experiences of museum guests
• Must be able to lift and move 30 pounds (folding tables, incoming mail, boxes of supplies, etc.)
• Must have the physical endurance and willingness to work on feet for a significant portion of each day
• Must have reliable transportation and ability to travel locally to various venues

TIME COMMITMENT:
This is a full-time hourly position. Weekend, holiday and/or evening work is required.

The Mid-Hudson Discovery Museum is open to the public:
  Tuesday through Saturday 9:30 am - 5:00 pm
  Sunday 11:30 pm - 5:00 pm
  Select Holiday Mondays 9:30 am - 5:00 pm
  Mondays in July and August 9:30 am – 5:00 pm
  Select evenings 5:30 pm – 8:30 pm