NATIONAL LIBERTY MUSEUM

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Visitor Services & Membership Coordinator

Description:

We are looking for a proactive and personable Visitor Services and Membership Coordinator (VSMC) to help oversee frontline engagement and sales at the National Liberty Museum. Reporting to the Manager of Operations and Visitor Services, the MSMC will develop and administer all **admissions**, **retail**, and **membership** sale campaigns. This position will also work closely with the museum's Marketing Department to create and schedule engaging and timely promotions for all sales-related efforts.

Reports to:

Manager of Operations & Visitor Services

Hours:

Full time, 40 hours a week.
This position will be required to work onsite: Wednesday - Sunday

Duties & Responsibilities:

Admissions

- Welcome all museum visitors by maintaining a friendly and informative environment.
- Efficiently and effectively process visitors using POS system.
- Solicit and record visitor feedback, suggestions, complaints, and compliments about their experiences at the NLM. Make management team aware of such feedback.
- Act with integrity and honesty in safeguarding museum income, working with cash, credit cards, tickets, coupons, and all financial related transactions.

Retail

- Assess state of museum shop and develop promotional sales calendar to help clear current inventory.
- Maintain daily oversight and updates for museum's physical and online shops.
- Lead outreach effort to acquire works on consignment from local artists and vendors.
- Maintain regular communication with museum's Marketing Department to create sales-related promotional content and ensure manageable review and delivery timelines.

Membership

- Promote and inform visitors about the benefits of membership and the application process.
- Develop and maintain a promotional membership calendar with emphasis on members-only programming and outreach.
- Administer membership-related content and communications, including but not limited to, member cards, acknowledgment and renewal letters, monthly e-newsletters and program updates.
- Work with Manager of Operations and Visitor Services to regularly assess and revise member acquisition strategies.

Qualifications:

- Three to five years of frontline customer-service and/or visitor services and/or membership-related role.
- Experience with point-of-sales and database systems, specifically Altru, Jira, and Squarespace.
- Sales-driven and highly self-motivated.
- Proficient in Office 365.
- Must be able to work a flexible schedule, including weekends.
- Bachelor's Degree preferred, but not required.
- Well-organized and thorough with close attention to detail and follow through.
- Ability to constructively work with Administration staff.
- Excellent communicator: able to work **positively** and **flexibly** with all departments of the NLM to reach consensus and achieve goals.

Physical Demands:

The work environment and physical demands and characteristics are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions:

- Physical Demands: Requires some physical activity including sitting/standing, limited lifting and carrying (up to 20 lbs.), up/downstairs.
- Work Environment: Work is typically performed in an indoor environment, in museum offices or on museum floor.
- Equipment: General office equipment, projector, Smart Board, two-way radio.

Work Environment/ Office Culture:

We are proud of our Museum family and work each day to create an atmosphere where everyone can contribute their ideas, energy and enthusiasm for the important services we provide to the public. We emphasize working together as a team which is cooperative and supportive of each other, with open communication always.

Our management team is committed to providing an atmosphere of trust and open communication and to listen to and answer any staff questions or concerns. We believe in giving each staff person opportunities to grow and will always promote from within and where possible.

To Apply:

The National Liberty Museum is an Equal Opportunity Employer seeking a diverse workforce. The NLM provides an excellent compensation package. The benefits package includes medical, dental, life & long-term and short-term disability insurance, a voluntary 401(k) program with employer match, paid time off, and an employee assistance plan for transit and dependent care.

We are now interviewing and will continue to do so until we find the ideal candidate. Interested applicants are asked to please forward your **1) resume**, and **2) cover letter** in one PDF for immediate consideration to jobs@libertymuseum.org

We regret we may not be able to respond to all applications. **No phone calls, please.**