



POSITION DATA

JOB TITLE: Membership Sales Assistant - (Full-Time)
DEPARTMENT: Institutional Advancement
REPORTS TO: Manager, Membership and Annual Giving

POSITION OVERVIEW

The 9/11 Memorial & Museum seeks a dynamic, frontline fundraiser to join our dedicated on-site fundraising Museum Membership Team as a part-time Membership Sales Assistant.

This position requires a candidate with exceptional communication and interpersonal skills. The best candidate is a self-starter with an entrepreneurial spirit that can actively promote the Museum's Membership program and encourage visitors to join as members. Museum membership sales are conducted both outdoors on the Memorial Plaza and inside the Museum. This position will provide an overall positive experience to prospective members, while offering an excellent concierge service to current Museum members.

ESSENTIAL FUNCTIONS

- Proactive face-to-face interaction with all Museum and Memorial visitors on the Memorial Plaza and at the Membership Desk with a primary focus on selling memberships and promoting other fundraising programs such as The Never Forget Fund for the 20th Anniversary of 9/11.
- Provides exceptional customer service and assists both members and prospective members with all membership related inquiries and materials at the Membership Desk.
- Maintains membership records including processing new members and renewing memberships; ensures records are up-to-date and the database is accurate.
- Aids in other fundraising and institutional events including, the Benefit Dinner, 5K Run/Walk, and the 9/11 Anniversary Ceremony.
- Works collaboratively with members of the Membership team to achieve annual fundraising goals.
- Performs other general clerical and customer service duties as assigned, including assistance in printing, assembling and envelope stuffing for direct mail campaigns, membership fulfillments, answering phones, updating member records, assist in the inventory tracking of onsite membership materials, etc.
- Works closely with other departments, particularly Visitor Service, Tours, Security and Facilities.

VOLUNTEER REQUIREMENT

- Participates in the Annual 5K Fundraiser and September 11th Commemoration, as assigned.
- Assists with other special projects and events in support of all 9/11 Memorial and Museum, as assigned.

QUALIFICATIONS/SKILLS REQUIREMENT

- Strong sales experience, with 1 to 3 years of customer service in hospitality or retail required
- Prior experience working in a membership environment is a plus
- Reliable team player with a positive attitude and outgoing personality. Ability to take direction from multiple supervisors
- Ability to stand for extended periods of time
- Point-of-sale experience, including handling credit cards and maintaining security of confidential information
- Excellent attention to detail is necessary, with strong oral, written communication, verbal and presentation skills
- Proven ability to multi-task, think proactively, creatively and independently
- Knowledge of a second language is a plus
- Must be available to work weekends and holidays; and required to wear a uniform, which is provided

HOW TO APPLY:

- Include job title in the email subject field.
- Please indicate the location where job posting was seen.
- Please submit a resume and cover letter to 911mmiajobs@911memorial.org
- Please visit our website at www.911memorial.org.

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment described in this job description is representative of those that the employee will encounter and are expected to meet to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to sit, talk, listen, use hands to type data, touch, feel, reach with hands and arms, and dial the telephone. The employee is also required to stand and walk. Vision requirements include close, distance, peripheral vision, depth perception and ability to adjust focus.

The work environment is an indoor, climate-controlled office environment comprised of cubicles, walled-offices and group conference rooms. The noise level in the office environment is usually low. Employee will be required to comply with organizational Health and Safety Plan. Minimal travel is required.

- This job description is a descriptive list of the responsibilities and qualifications associated with this position and are not intended to be all inclusive. Employees are expected to also perform other business-related duties as assigned by the supervisor or other management.
- The organization reserves the right to change, modify, or reassign job responsibilities, duties and scheduled work hours as per business needs.
- This document is a communication tool and not intended as a written or implied contract of employment.