

Membership Assistant

Grade: 4

Reports to: Membership Manager
Job Status: Full-Time, Non-Exempt

Department: Membership
Approval Date: January 2019

Job Summary:

The Membership Assistant is responsible for providing exceptional administrative support to the Membership and Advancement Departments. While demonstrating a positive attitude, this position processes and updates membership data, responds to customer inquiries and assists with Aquarium and Membership related programs. This position requires a team player who can operate multiple tasks with little or no supervision. Additional attributes of the position include being able to work efficiently and possessing excellent client-facing communication skills.

Essential Functions:

- Enter data and update constituent information in the Siriusware ticketing system
- Process memberships, member program and event registrations and gift memberships
- Assist in answering inquiries about membership, Sea Turtle Guardian and the Adopt-an-Animal program
- Communicates with members on a regular basis including through telephone, email and in person
- Assist with membership and advancement programs and events
- Process fulfillments, including new memberships and renewals for Membership, Conservation Stewards, Adopt-an-Animal program and Sea Turtle Guardians
- Assist with membership customer service issues
- Monitor inventory of membership marketing materials
- Work with the Guest Services Team, IT, and the Advancement Services Coordinator to ensure data health and assist in resolving any data issues in Siriusware and Raiser's Edge
- Complete the Sync between Siriusware and Raiser's Edge including clean-up and management of exceptions
- Organize and maintain membership files

Other Duties and Responsibilities:

- Support the mission by participating in Aquarium sponsored programs and events on a regular basis
- Assists with promotion of membership in the community
- Assist with Membership and Advancement events, as needed
- Other related duties as requested by supervisor

Knowledge, Skills, and Abilities:

- Applicant must have superb customer service skills – via phone, online and in person. Also strong problem solving skills are required.
- Experience in a customer relationship management (CRM) database or ticketing software preferred
- Proficiency in Microsoft Word, Excel, and Outlook is required
- Strong written and verbal communication skills required
- Demonstrated organizational skills; able to manage multiple projects and move quickly from one to another while maintaining thorough records. Ability to be flexible and balance competing priorities.
- Exemplary interpersonal skills necessary to interact effectively with members, volunteers and staff
- Must be detail oriented, enthusiastic individual able to exercise independent judgment in completing tasks, prioritizing and meeting deadlines.
- Thorough knowledge of general office practices: writing, filing, mail, etc.
- Strong planning and organizational experience necessary
- Strong customer service and problem solving skills

Education and Experience Required:

Associate's degree and/or 2-3 years' experience in a related field

Licenses and Certifications Required:

Valid Driver's License

Supervision of others:

None

Physical Requirements:

Requires average walking, standing, bending, stooping, crouching, sitting, kneeling, balancing, pushing and pulling, crawling, climbing ladders, computer and phone tasks in a normal office environment.

Working Conditions:

Regular schedule will be Monday through Friday, but may vary with the season or as business dictates. Must be available to work December 15th-December 24th to fulfill memberships, gift memberships, etc.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not construed to be an exhaustive list of all job duties performed by the personnel classified.

The Aquarium is an "at-will" employer, and as such, employment with the Aquarium is not for a fixed term, or definite period and may be terminated at the will of either party, with or without cause, and without prior notice.