



### **Membership Coordinator – Part-Time**

(Hourly Rate Range: \$15 - \$15.50 per hour)

Pretend City Children's Museum is a non-profit organization whose mission is to build better brains through fun, whole body learning experiences and empowers children and their grown-ups to meaningfully connect with and expand their world. Designed as an interactive and hands-on museum, Pretend City Children's Museum provides programming, activities and learning opportunities that are not typically offered in schools or readily accessible within the community.

In line with our goals and mission, we are currently seeking a highly motivated part-time Membership Coordinator who is passion about customer experience and thrive on delighting customers through Pretend City membership's program. The Membership Coordinator is responsible for maintaining, coordinating and growing the membership program for Pretend City. In addition, this position is responsible for maintaining the 'info' email along with the incoming general telephone line.

#### **Essential Functions:**

- Assists in developing and implementing strategies to sustain and increase membership
- Serves as the point of contact for members and facilitates all communication with regard to the membership program
- Collaborates with and gives direction to the front desk staff and stage staff to ensure the smooth flow of information to members
- Enters all member information into the Development Database, runs membership cards, queries and reports, and processes and updates all membership accounts
- Builds relationships with new and current members through various strategies
- Renews expiring members on a monthly basis. Prepares and mails renewal notices and oversees email renewals
- Coordinates the recruitment and retention process for the membership program
- Works in close collaboration with the Marketing department to ensure effective marketing support with membership sales and to develop membership promotions
- Performs additional duties and special projects as assigned

#### **Essential Qualifications:**

- 2-3 years' experience in a customer service role
- Prior non-profit experience required
- Strong attention to detail, customer-service, follow-up and organizational skills
- Ability to engage with children and adults in a welcoming energetic, friendly, outgoing, and
- Ability to react positively in a fast-paced environment
- Ability to work with staff and public from diverse backgrounds
- Proven ability to work independently and prioritize tasks
- Excellent interpersonal and communication skills
- Ability to exercise good judgment and apply problem solving skills
- Experience working with database systems, preferably Raiser's Edge

**Application Procedure:**

To be considered for this recruitment, please submit a cover letter, resume, and 3 professional references to [jobs@pretendcity.org](mailto:jobs@pretendcity.org). The email subject line MUST include the following: Membership Coordinator.

*Pretend City Children's Museum is proud to be an equal opportunity employer and is committed to actively seek a diverse pool of qualified candidates. All qualified applicants will receive consideration for employment without regard to race, color, creed, religion, sex, gender, gender identity or expression (including transgender status), sexual orientation, national origin, ancestry, citizenship status, age, disability or handicap, veteran status, marital status, pregnancy, genetic information or any other characteristic protected by applicable law.*