

Job Description: Membership & Guest Services Manager

Job Type: Hourly, non-exempt

Reports to: Executive Director

The Children's Museum at Saratoga is seeking an energetic and organized manager to fill the role of Membership & Guest Services Manager. This person is responsible for the growth and development of the museum's membership program. They will also supervise the Guest Services team, handle admission administration, and manage group program reservations. This position requires some weekend and evening hours.

The Membership & Guest Services Manager will:

- Assist with The Children's Museum at Saratoga's day-to-day activities with respect to the public's visiting the museum. Facilitate smooth and efficient workplace performance by establishing staff procedures and policies related to guest services and membership that are conveyed to staff members. Oversee information systems, including record keeping and data retrieval. Serve as the point of contact for general public inquiries and correspondence.
- Research and develop members-only events and coordinate them with the museum staff. Strengthen The Children's Museum at Saratoga membership program with new or improved benefits, as appropriate.
- Manage the museum's database. When required, create mailing lists to assist with promotional materials, exhibitions and special events.
- In consultation with the Executive Director, create and develop membership acknowledgement packets as well as monthly membership renewal notices. Assure that the packets are delivered in a prompt and timely manner and that the members receive the benefits to which they are entitled.
- Prepare statistical reports on memberships, events, attendance and other measurable activities, especially as needed for grant reports. Interface with the CMAS bookkeeper, when necessary.
- Manage admissions and group program reservations. This includes tracking scheduled programs in google calendar, excel spreadsheet and invoicing and managing payment for programs.
- Manage the logistics and provide operational support for the education department for group programs, birthday parties, public programming workshops, etc.
- Oversee and assist with the creation of all invoiced materials, including memberships, group programs and birthday parties. Prepare and distribute reports of all invoiced activity to the Executive Director and others, as appropriate.
- Supervise and train the Guest Services staff, interns, and volunteers to develop a culture of customer service and to promote the museum.
- Assist with recruiting volunteers for events, or general assistance.

Qualifications:

- Bachelor's Degree or a mix of college and relatable leadership experience.
- Excellent written and verbal communication skills with a variety of constituents.
- Excellent knowledge of various software programs such as Microsoft Excel, Power Point, Word and Outlook. Knowledge & experience working with a POS system.
- Ability to collect, interpret, analyze and report statistics and other data to strengthen the museum's programming.
- Ability to work evenings and weekends.

Salary & Benefits:

This position is a full-time position, 40 hours per week, starting at \$12.00/hr. In addition to paid time off, we observe 10 paid holidays.

Send cover letter, salary history and resume to: Sarah Smith Syden, Executive Director, The Children's Museum at Saratoga, 69 Caroline Street, Saratoga Springs, NY 12866 Or by email: executivedirector@cmssny.org