

Position Description

Position Title: Visitor Services and Membership Coordinator

Reports to: Director of Operations

Status: Full time regular

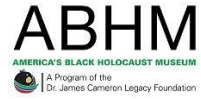
Compensation: Salary, starting at Pay Range \$37,000 - \$40,000

Organizational Description:

America's Black Holocaust Museum was founded by Dr. James Cameron. Dr. Cameron is one of few known survivors of lynching in American History. His life experience and passion created ABHM with an interest in educating and sharing. Today, ABHM promotes a space for reconciliation and healing in order to promote a more united community and an equitable world without racism. Our vision is to honor the legacy of our founder, Dr. James Cameron, and the under-told stories of African Americans as an integral part of American history. America's Black Holocaust Museum, an integrated physical and virtual experience, will continue to serve as a catalyst to educate and create space for reconciliation and healing.

Position Description:

- Oversee all aspects of the Visitor Services staff and daily operations with an emphasis on ensuring a positive and efficient visitor experience.
- Lead by example to ensure excellent service and a positive museum experience that encourages repeat visitation and community participation.
- Responsible for the day-to-day scheduling and management of all Visitor Services employees.
- Oversees the daily visitor experience including confirming field trips and working with the volunteer coordinator and educational staff for Griots.
- Responsible for daily and end of the month reporting on visitor numbers and gross totals for the museum.
- Responsible for training the Visitor Services staff members when hired and ongoing.
 - Training includes:
 - Information about the museum
 - Professional greetings for visitors
- The VSM will be the first one called to de-escalate any situation with a visitor and must remain calm.
- In charge of the POS system (Talech) and will need to have knowledge about the system to be able to update and change items when needed.
- In charge of Individual Memberships and Family Memberships through the database as well as:
 - Training the staff to promote and sell Memberships to visitors
 - Sending out letters to new Members
 - Sending renewal letters/emails to Members when their renewal date is approaching
 - Checking the mail and the website for new Memberships and renewals.
 - Enter Membership data quickly and efficiently into Bloomerang
- Ensure daily cash handling procedures are enforced



- Oversee the opening and closing procedures for the museum to ensure the museum is ready to open or close for the day.
- Other duties as assigned
- Job description and responsibilities may change in the future with any updates to the museum

Education and/or Experience:

- Bachelors Degree
- Prior Customer Service Management experience preferably in a museum or attraction setting

Other Qualifications:

- Able to work with technology
- Be highly organized
- Able to problem solve
- Timely
- Professional, polished, and positive attitude and demeanor
- Ability to communicate effectively and courteously with people verbally and in writing.
- Ability to work harmoniously with a team
- Demonstrated ability to take initiative and work independently
- Ability to sit and stand throughout the day for extended periods of time
- Ability to lift up to 30 lbs

This position is a full time 40 hr Exempt position. This position is 5 days a week onsite at the museum with some teleworking will be authorized but subject to change in the future. This position includes some weekends and evenings.

For consideration, email resume and cover letter as 1 PDF to: jobs@nmbstrategies.com
Be sure to include the title of the position you are interested in with your letter. Please have "[Your Last Name] – Visitor Services and Membership Coordinator" in the subject header for the email. Only those candidates selected for an interview will be contacted. No telephone calls for position inquiries, please.

America's Black Holocaust Museum is an equal opportunity employer committed to diversity at all levels.