



Membership and Sales Assistant

Job Description

Department: Business Development/Membership

Location: San Francisco

Reports to: Senior Membership Coordinator

FLSA Code: TBD

Hours: 40 hours/week - \$18.75/h

Status: Non-exempt

Date: February 2018

JOB FUNCTION:

The Membership & Sales Assistant will be responsible for supporting the museum's overall membership and group sales programs as well as special initiatives and campaigns to generate and steward contributed income for the museum, to help foster the museum's growing member community, and to encourage member loyalty and upgraded levels of investment. The Membership and Sales Assistant will be a liaison between individual and corporate members and the Business Development team. This assistant must be highly skilled in customer service and communication while projecting a friendly and professional image when interacting with members, donors, VIPs, companies, and clients.

DUTIES AND RESPONSIBILITIES:

Membership

- In concert with the Head of Sales & Business Development and the Senior Membership Coordinator, support and/or develop programs and events to attract and retain members of the Museum.
- Interface with the membership community directly, providing responsive customer service in a variety of manners of communication.
- Assist with all incoming member, Walt's Circle Donor and corporate member donor sales and renewals, while processing and mailing them in a timely and efficient manner.
- In concert with the Senior Membership Coordinator and the Education Project Manager, coordinate pre-sales of programs, workshops, and events for donors and members.
- Work with the Marketing & Communications Department on the planning and production of printed and electronic materials associated with membership including but not limited to renewal appeals, magazines, newsletters, sales brochures, applications, membership cards, invitations to events, etc.
- Under the guidance of the Head of Sales & Business Development and the Senior Membership Coordinator, keep the Guest Experience staff up to date about membership benefits and pricing, events, programs, promotions, and campaigns.
- Work with the Guest Experiences staff to input and respond to all membership inquiries in a timely manner.
- Field, evaluate, and respond to requests for donations from the museum to other non-profit organizations (e.g.; requests for donations of tickets for silent auctions and raffles).
- Provide detailed weekly membership reports to the Head of Sales & Business Development and the Senior Membership Coordinator.
- Assist with the coordination of volunteers as assigned.
- Fulfills other related duties as assigned.

Business Development

- Assist the Senior Business Development Coordinator with group bookings; answer inquiries via phone and email, secure deposits and payments for group ticket sales once booked, input group tours and VIP tour reservations through Galaxy ticketing system, and process orders/ produce tickets when needed.
- Maintain and update the Galaxy CRM database.
- Assist the Senior Business Development Coordinator in generating new group sales leads to reach annual revenue goals.
- Provide monthly group sales revenue reports to Head of Business Development.
- Coordinate with Guest Experience staff to schedule and confirm group sales reservations, and arrange ticket orders at will call.
- Coordinate with Guest Experience Lead to schedule and monitor private guides for all groups requesting a group tour.
- Discuss/present new additions or updates to the Guest Experience staff during weekly morning meetings.
- Assist in arranging VIP tours with approved staff and designated guides as requested by museum management.
- Follow up with group sales customers to determine satisfaction.
- Perform other duties as requested.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Prior membership sales/customer service experience is a must.
- Superior written and oral communications and organization skills.
- Excellent customer service and interpersonal skills to relate and communicate to all levels of the WDFM community.
- Must be able to work in a fast-paced environment with demonstrated ability to juggle multiple competing tasks and demands.
- Ability to demonstrate discretion and show consistent, professional behavior when working with celebrity, community, and/or industry leaders who are part of the museum's membership community, donor base, audience, and roster of program presenters.
- Must be able to work independently and exhibit initiative to solve problems, including tracking situations until appropriate resolution is achieved.
- Ability to self-manage and self-motivate.
- Excellent verbal, written, and interpersonal communication skills and the demonstrated ability to work with diverse individuals and groups.
- Ability to analyze and integrate information from relevant sources and incorporate changes or make appropriate decisions.
- Ability to meet strict deadlines, organizational goals, and commitments in a demanding work environment.
- Discretion to handle confidential information.
- Knowledge of Microsoft Word, Excel, PowerPoint and HTML knowledge a plus.

EDUCATION AND EXPERIENCE:

- Two years prior experience in a similar role.
- Previous sales/front of house experience required.

- Must have knowledge of a variety of computer software applications in word processing, spreadsheets, database, presentation software (Outlook, Word, Excel, Access, PowerPoint), P.O.S., ticketing, online sales software.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. Physical requirements include stooping, kneeling, bending, standing, squatting/crouching, crawling/kneeling, pushing/pulling, climbing (ladders) and reaching above the shoulders and lifting of up to 50 lbs. Lifting and transporting of moderately heavy objects, such as furniture, file cabinets, equipment, boxes, etc.. Work may require occasional weekend and/or evening work.

The Walt Disney Family Museum

As a 501(c)3 non-profit organization, The Walt Disney Family Museum presents an inspirational journey through the life of Walter Elias Disney. Our mission is two-fold: to inform present and future generations about the man and, through his story, to inspire them to heed their imagination and persevere in pursuing their goals and dreams.