



Job Description

Position: Membership Assistant

Classification: Full-time, non-exempt (hourly)

Supervisor: Director, Membership and Annual Fund

Location: On-site, Shonnard campus, Santa Fe

General Summary

The Membership Assistant supports the membership operations of the Museum of New Mexico Foundation. Reporting to the Director of Membership and Annual Fund, this position is responsible for ensuring the accurate and timely processing of membership information, maintaining records within the Foundation's CRM database, preparing acknowledgment letters and correspondence, and providing administrative support to the Membership team. The Membership Assistant plays a key role in delivering exceptional service to members while helping ensure the integrity and efficiency of the Foundation's membership operations.

Essential Functions & Responsibilities

- Process General Memberships daily for deposit, acknowledgment, and card production; support the Membership department by completing database updates, acknowledgment requests, and membership card reprints, and ensure all General Memberships are acknowledged within two weeks of receipt.
- Serve as the first point of contact for members, providing responsive daily customer service to a high volume of member households through phone/voicemail, email, web forms, and in-person interactions; resolve inquiries, troubleshoot issues, and provide timely assistance within one business day.
- Assist the Finance Director with any General Membership database adjustments for monthly reconciliation.
- Inventory management of printed materials for all membership programs.
- Perform other duties as assigned.

Qualifications

- One year of experience in an administrative or membership role or equivalent, or a two-year degree or higher in a relevant field
- Demonstrated proficiency in Outlook, Word, and Excel
- Demonstrated experience in data entry and/or quality assurance
- Current and valid New Mexico driver's license, or ability to obtain this within 30 days of hire, and ability to travel to offsite events and locations

Needed Attributes

- Data entry experience, preferably high volume
- Reliable and punctual attendance



- An interest in nonprofit and/or business administration
- Willingness to learn new systems and procedures
- A high level of professionalism, including the ability to maintain confidentiality of all financial and other sensitive and private information
- Comfort working in a highly collaborative, small team environment

Working Conditions & Physical Effort

- While performing the duties of this job, the employee is regularly required to talk to or hear others.
- This position requires frequent manual dexterity in combination with eye/hand coordination such as keyboarding and handling equipment.
- Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.
- The ideal applicant must be able to occasionally lift and/or move up to 20 lbs.
- Long periods of sitting.

Acknowledgement

I understand that the Museum of New Mexico Foundation may unilaterally change the requirements of this job description at any time. I understand that, in order to perform this job successfully, I must be able to perform each essential duty satisfactorily.

I have read and understood the above job description. I verify that I meet the required qualifications and am able to perform the essential functions and responsibilities of this job description.

Full Name (printed)

Signature

Date