

Job Title: Membership Coordinator
Department: Membership
Classification: Full Time
Hourly Rate: \$15 per hour
Reports to: Membership & Development Manager

Position Summary:

Located in Old Sacramento, the California State Railroad Museum Foundation is a non-profit organization, which supports the California State Railroad Museum and Railtown 1897 State Historic Park. The Membership Department processes memberships, donations, and event ticket purchases and provides related customer service to a large donor base. Under the general direction of the Membership & Development Manager, the Membership Coordinator is responsible for overseeing the day-to-day operation of the Membership Department. The duties consist primarily of supervising a staff of Membership Assistants to ensure that contributions are processed efficiently and that excellent customer service is provided at all times.

Essential Duties and Responsibilities:

- Providing excellent customer service by phone, written communication, and in person.
- Scheduling, training, and daily supervision of a staff of 3-6 Membership Assistants.
- Primary database administrator for our Raiser's Edge database.
- Supervising the Passenger Station Depot Agent and Sales Assistant customer service position.
- Processing weekly inventory counts and merchandise restock for Station Store (a small retail environment).
- Assisting the Membership & Development Manager with projects on an as-needed basis.
- Assisting the Program Manager with projects including:
 - Managing online ticketing database and monitoring sales operations.
 - Providing event sales reports.
 - Balancing weekly ridership and prepare reports.
 - Balancing daily online and cash deposits.
 - Managing necessary cash tills and petty cash funds.
- Assisting the Development Director with projects including:
 - Generation of reports.
 - Providing customer service for high-level donors.
- Assisting other departments with special events including: Member and donor appreciation events, fundraising events, THE POLAR EXPRESS™ Train Ride, and additional events.
- Other duties as assigned.

Time Commitment:

Full time; 1-2 weekend days required per week. Primary schedule is 8:30am-5:00pm with some evenings required for special events.

Qualifications:

- Two year degree or equivalent experience.
- Minimum two years experience in the non-profit or customer service fields.
- Excellent written and verbal communication skills.
- High-level computer literacy.
- Raiser's Edge or similar database experience preferred.
- Strong supervisory skills and the ability to work with a diverse group of staff, volunteers, and clients.

To Apply:

- Please email cover letter and resume to Jennifer Sengo at jsengo@csrmf.org by 9/5/2018.