

California State Railroad Museum Foundation Membership Assistant – Job Description

Title: Membership Assistant

Position Reports to: Membership & Development Manager

Status: Hourly Part Time (16 - 32 hours per week; must be available at least 1 weekend day)

Starting Wage: \$10.50 per hour

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 Assistant position performs the daily processing of memberships and donations for both the California State Railroad Museum and Railtown 1897 State Historic Park.

Duties:

- Required to work 2-4 days per week from 8:30am-5pm in the Membership Department with primary duties consisting of:
 - Customer service by phone, written communication, and in person.
 - Daily processing of memberships and donations including:
 - Collecting, opening, and coding mail.
 - Collecting sales forms from various sales outlets including the Front Desk, Gift Store, and the Sacramento Southern Railroad.
 - Data entry using the Raiser's Edge software.
 - Printing and mailing of membership cards and tax letters.
 - Processing of membership renewal mailings including folding, stuffing, and mailing.
 - Assisting the Membership Department with any special projects or reports.
 - Assisting other CSRM Foundation departments with projects as needed.
 - Assisting with events including after-hour member events, special train rides, Polar Express, etc.
 - Duties may include ticket sales, processing, and customer service for the event.
 - Working at the Museum Front Desk and Sacramento Southern Railroad selling memberships, merchandise, and distributing will call.
 - Providing excellent customer service while working alongside Museum Park Aides, Guides, and Docents.
 - Other duties as assigned.

Required Skills:

- Experience in customer service.
- Ability to work both independently and as part of a team.
- Basic math and written communication skills.
- Organizational skills and accuracy are very important.
- Ability to type quickly and accurately.
- Familiarity with general office equipment and programs such as email, voicemail, copiers, fax, postage meter, 10-key, Microsoft Word and Excel.
- Experience in Raiser's Edge or similar database preferred.
- A friendly disposition and positive "Can do!" spirit required!

Please apply to: Jennifer Sengo at jsengo@csrmf.org by September 7, 2017.