Membership Coordinator

The American Alliance of Museums is the world’s largest association of museums and museum professionals, and provides leadership, advocacy and service to its membership and the field at large. We are a trusted leader, partner, and advocate for museums and work to build a field that includes dynamic and diverse individuals, institutions, and communities.

We are seeking a Membership Coordinator to help create and sustain a membership program that offers high quality programs and services that meet the needs of our members. In this role, you will represent the Alliance with the highest level of professionalism and customer service, ensuring that members receive timely, accurate and courteous service. If you enjoy a fast-paced, collaborative environment and have an interest in museums, consider joining our team!

About the position: The Membership Coordinator will report to the Senior Manager, Membership. As part of the Membership team, the Membership Coordinator is a key contact for customer phone and email inquiries and provides information about AAM products, services and programs. They are also responsible for many aspects of membership operations, including payment processing, member onboarding and renewals. Due to current health guidelines, the successful candidate may perform this work predominantly offsite, with occasional required on-site work. The Alliance will implement a more formal return to the office with hybrid telework/in-office schedules later in 2022.

Salary is $52,000 annually and the position is eligible for a robust benefits package including, but not limited to: Health, Vision, Dental Insurance with generous employer contributions on cost sharing; Generous vacation, sick and personal leave; 403(b) Retirement Plan with matching employer contribution; Telework and flexible schedules when appropriate; Access to onsite, state-of-the-art gym/showers/bicycle storage; and more.

Skills and qualifications: The successful candidate has previous office experience, preferably in a front desk/customer service position; excellent people and communications skills with a commitment to exemplary customer service; strong organizational skills with good attention to detail; strong computer skills, with experience managing customer data preferred; ability to manage multiple tasks simultaneously and perform under deadlines; and an interest in and commitment to diversity, equity, and accessibility (DEAI). AAM is particularly interested in candidates who can complement our DEAI work by offering unique perspectives and understanding of issues impacting groups that have been traditionally under-represented in the museum field.

How to apply: To encourage a broad pool of candidates with various backgrounds to apply and to foster an equitable recruitment process, we are applying some principles of “blind hiring.” Please follow the directions below when submitting your application materials:

1. As part of your application, please provide a brief response to the following questions (no more than 2 pages):
   a. Why does the Membership Coordinator position at AAM interest you?
   b. Please describe how you have provided exemplary customer service, and/or discuss your previous responsibilities in an office setting.
   c. Please share how your lived experience connects to or enhances your ability to contribute to AAM’s DEAI work.

   As part of your application, please include your resume, but do not include personal identifiers such as your name or address. Please include education but omit school
names and graduation years. Please include your salary requirements and email address.

- Please submit both your responses to the questions and resume as one document in PDF format to: hr@aam-us.org, using “Membership” in the subject line.

Completed documents received by April 15, 2022 will receive full consideration from our hiring team. Note that the hiring team will evaluate submissions on the content of the replies as well as the ability to communicate clearly. Candidates who are selected for further screening will be contacted by email within two weeks after this deadline. We expect to conduct interviews beginning mid-April. Due to the large number of applications AAM receives, we can only contact those candidates selected for further screening. The Alliance is an equal opportunity employer and values a diverse workplace. Please contact Human Resources at hr@aam-us.org if you need an accommodation in submitting your application.

About the Alliance. The American Alliance of Museums, a 501(c)(3) non-profit organization, is a trusted leader, partner, and advocate for museums, representing art, history, and science museums, as well as aquariums, zoos, and botanical gardens. With a budget of $10M and staff of 40, the Alliance provides leadership, advocacy, and service to its membership and the museum field. Headquartered in Arlington, VA, the Alliance is an equal opportunity employer and values a diverse workplace. For more information, please visit www.aam-us.org.