

## Part-Time Membership Support Assistant

AAM is seeking a part-time **Membership Support Assistant** to join the Membership Team of this dynamic national association supporting and representing the museum field. The individual in this position will be responsible for answering phone calls, responding to emails, and managing voicemails related to membership inquiries. This position is crucial in ensuring member satisfaction by providing timely, accurate, and friendly service to current and prospective members. This position requires working three days a week, 12-20 hours in total, but there can be flexibility.

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### Your Role in Action

- Answer phone calls and respond to voicemails, providing accurate information about membership benefits, renewals, and events.
  - Manage the membership department's email inbox, ensuring all inquiries are handled promptly or directed to the appropriate staff member.
  - Assist with processing memberships, including renewals and new memberships.
  - Escalate complex or unresolved member issues to the Membership Coordinator.
  - Update membership records in a central database as needed, maintaining accurate information.
  - Provide clerical support, including data entry, document preparation, and filing.
  - Support membership renewal campaigns and follow-up communications during peak periods.
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### What You'll Bring to the Team

- 1-2 years of experience in a customer service or administrative role, preferably in a nonprofit or membership-based organization.
  - Excellent communication skills, both written and verbal.
  - Strong computer skills, including proficiency in Microsoft Office (Word, Excel, Outlook) and CRM systems.
  - High level of organizational skills and attention to detail.
  - Ability to interact with members and colleagues in a personable, patient, and professional manner.
  - Must be able to work independently and as part of a team.
  - Interest in museums and cultural organizations is a plus.
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### Physical Demands

The employee must be able to sit for extended periods and work on a computer for 4-6 hours at a time.

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### Salary & Work Location

Salary: \$25 per hour. Location: 2451 Crystal Dr. Suite 1005 Arlington, VA 22202

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**Interested Candidates should submit a resume and cover letter** to [hr@aam-us.org](mailto:hr@aam-us.org) with the subject line: **Membership Support Assistant**

**Don't meet every single requirement?** Studies have shown that women and people of color are less likely to apply for jobs unless they meet every single qualification. AAM values a diverse and inclusive workplace, so if you are excited about this role but your experience

doesn't align perfectly with all of the qualifications, we encourage you to apply anyway. You may be just the right candidate for this or other opportunities.

**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](http://www.aam-us.org)