



POSITION DESCRIPTION

MEMBER SERVICES ASSOCIATE (PART-TIME)

Vizcaya Museum and Gardens is a National Historic Landmark and accredited museum in Miami, Florida (www.vizcaya.org). The Member Services Associate is a part-time position responsible for membership support. The position is on the Advancement Team and reports to the Director of Membership.

Vizcaya is owned by Miami-Dade County and is operated by the non-profit Vizcaya Museum and Gardens Trust, Inc. Our mission is to preserve the estate's cultural and environmental resources to engage people in connecting with the past, understanding the present and shaping the future. Our vision is to position Vizcaya as an enduring, inclusive and innovative place that inspires people to embrace the cultural vitality and environmental sustainability of the world around us.

Essential Functions

- Serves as primary and initial contact for customer service-related calls and emails, fielding questions and issues regarding membership and online ticket reservations.
- Provides essential administrative support when necessary for member, donor and prospect interactions.
- Ensures the integrity of data quality, maintaining up-to-date contact information and critical data points.
- Interfaces with prospects, members and donors to respond to membership and registration questions.
- Provides excellent customer service and clear communication, orientation and promotion of opportunities such as donations, tours, information, member benefits and programs.
- Responds to all member requests in a timely manner.
- Utilizes Altru to process membership, James Deering Society and ticket sales.
- Understands different membership levels and related benefits to promote membership and donation opportunities.
- Supports membership administration office tasks such as printing of membership cards and more.
- Record complaints or opportunities to improve the experience and proactively submits to Chief Advancement Officer.
- Maintains inventory of membership cards, letterhead and printer materials.
- Assists at Vizcaya fundraising events and specific programs.
- Assists with other tasks as necessary.

This job description is not designed to be comprehensive; duties, responsibilities and activities may change at any time with or without notice.

General Responsibilities

- Achieve meaningful and timely actions that advance Vizcaya's mission, vision and strategic plan.
- Help to sustain and grow Vizcaya's revenues and participate in pursuing funding opportunities.

- Proactively promote communication, collaboration and customer service.
- Engage in internal committees as appropriate and complete assigned tasks in a timely manner.
- Create and manage your budget; understand and comply with Vizcaya's policies and procedures.

Position Requirements

- Minimum one-year experience in customer service-related work (museum, attraction, retail, etc) or with client management
- High school diploma or GED.
- Knowledge of positive customer service.
- Proficient and comfortable with data entry.
- Proficient with Microsoft Office Suite.
- Experience with customer relationship management (CRM) platforms; Altru preferred.
- Comfortable interacting with a diverse group of people.
- Proactive in anticipating and troubleshooting program details.
- Capable of successfully communicating and understanding different membership levels.
- Manage multiple tasks at one time and remain composed during peak volume periods.

Factors Vizcaya Will Consider When Evaluating Applicants and Determining Compensation

- Experience with membership sales and customer service.
- Experience with mail merge is a plus.
- Spanish, Haitian Creole and other language skills. English / Spanish fluency preferred.

Compensation

The salary for this position is \$18/hour.

Work Environment/Physical Demands

The majority of work is done in an office setting. Duties will require visitor, member and donor interaction on a regular basis, and a standard code of conduct will be required. Vizcaya is a non-smoking environment.

Position Type/Expected Hours of Work/Schedule

This is a part time position, up to 24 hours per week. Occasional weekends and evenings.

To Apply

Please submit a resume and a cover letter expressing your interest in this to: HRVizcaya@vizcaya.org. Please reference the position title in the subject line of your email.

Equal Opportunity Employer

Vizcaya Museum and Gardens is committed to equity and inclusion and is engaged in a strategic process to ensure that our staff, Board and volunteers reflect our community's diversity. Vizcaya welcomes applicants from groups that are underrepresented in cultural organizations and seeks to recruit, develop and retain a diverse workforce.

Vizcaya Museum and Gardens is an equal opportunity employer. Vizcaya respects people of all backgrounds and does not discriminate based upon race, religion, color, national origin, ancestry, sex, pregnancy, childbirth, sexual orientation, gender identity, gender expression, age, marital status, familial status, status as a protected veteran, status as an individual with a disability, status as a victim

of domestic violence, dating violence or stalking, or other applicable legally protected characteristics protected by law.

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