

## Space Center Houston Member Services Assistant

The mission of Space Center Houston is to inspire all generations through the wonders of space exploration. Our vision is to be the world's leading science and space exploration learning center. Owned and operated by the nonprofit Manned Space Flight Education Foundation, we are the Official Visitor Center of NASA Johnson Space Center. The center features more than 400 space artifacts, hands-on interactive educational exhibits, and robust youth programs interpreting the exciting future and remarkable past of America's human spaceflight program.

We are seeking a full time Member Services Assistant is responsible for providing outstanding customer service to the Center's members and basic administrative support for the membership program. Member service is a key component to successful member retention, a key revenue strategy to advance the Center's mission. Responsibilities and qualifications are shown below:

### POSITION RESPONSIBILITIES

- Manage member correspondence primarily via phone and email.
- Respond to requests for information about the Membership program, including clarification of benefits and upselling higher levels of benefits.
- Perform data entry related to memberships and member contact information with a high level of accuracy.
- Run standardized reports and perform mail merges to generate letters, member cards, invitations, labels, etc.; assemble mailings.
- Oversee and monitor inventory of program collateral including stationery, member cards and giveaways, marketing brochures, cards, and buck slips.
- Enroll new members onsite during peak times.
- Assist in reviewing web content for timeliness.
- Assist in updating project and team calendars, scheduling meetings as assigned.
- Work closely with Development team on fund-raising events and projects.
- Maintain the highest level of confidentiality in all Membership and Space Center Houston matters.
- Other duties as assigned.

### POSITION QUALIFICATIONS

- Bachelor's degree with at least 1 year of related experience. Museum membership and/or annual fund programs preferred.
- Superior interpersonal, written and verbal communication skills. Development communications writing experience preferred.
- Strong organizational skills, with ability to prioritize and manage multiple priorities.
- Ability to work effectively cross-departmentally and also manage up.
- High proficiency in using Microsoft Office Suite, including Word and Excel with a aptitude for learning new computer systems and programs.
- Ability to represent Space Center Houston in a professional and positive manner.
- Available to work some evening and weekends as needed.

Space Center Houston offers a competitive salary and benefits package.

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Space Center Houston  
Houston, Texas  
January 16, 2019



Space Center Houston is an equal opportunity employer. It has a diverse and inclusive work culture with a creative, fun and collaborative environment.

**To apply:** Email resume to [careers@spacecenter.org](mailto:careers@spacecenter.org). For more information, contact the Human Resources Department at (281) 244-2150 or visit our website at <http://www.spacecenter.org/careers>.

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