



*Friends of the*

## **Corpus Christi Museum of Science & History**

1900 N. Chaparral Corpus Christi, TX 78401 (361) 826-4667

**Job Title:** Membership & Volunteer Coordinator

**Status:** Full-time

**FLSA Code:** Non-Exempt

**Report to:** Strategic Initiatives Director

**Supervisory Responsibilities:** This position has no supervisory responsibilities.

**Who May Apply?** All persons legally authorized to work in the United States and meet minimum education and experience.

**Base salary:** \$35,000 annually

### **Position Summary:**

The Membership & Volunteer Coordinator provides administrative and departmental support reporting to the Strategic Initiatives Director as part of the Development team at the Corpus Christi Museum of Science and History. The Membership & Volunteer Coordinator

- supports membership operations and assists with member communications efforts;
- recruits, trains, oversees volunteers and manages the growing volunteer program;
- plays a critical role helping to build the member engagement and financial support and volunteer engagement that makes the CCMSH's work possible.

Primary duties include processing museum memberships; maintaining accurate database records and reporting; assisting with the creation and execution of member programs and events; and managing the museum's volunteer program.

This is a wonderful opportunity for a creative and organized individual with some experience in membership, volunteer programs, and communications to support our mission of engaging our community in the active exploration of science, history, and innovation. Success will be measured in growing member and volunteer engagement.

### **Essential Duties and Responsibilities:**

- Provides administrative support and reports to the Strategic Initiatives Director to fulfil the Membership team's fundraising, member engagement, and stewardship goals
- Oversees the day-to-day operations of the Membership office
- Prepares recurring and ad hoc reports for and tracks metrics of Membership activities
- Maintains accurate member records and reports, while fostering data integrity and database quality
- Processes new and renewing memberships and acknowledgement letters
- Prepares electronic membership appeals and other member communications in Salesforce
- Assists in the preparation of printed member communications, and works with printer/mail house to send monthly renewal mailings



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- Produces, updates, and maintains database queries and lists
- Follows through with membership benefits fulfillment
- Manages member events in database and online promotions, and assists with onsite logistics for such events
- Tracks, updates and maintains membership spreadsheets
- Assists with training and appropriate support for Visitor Experience team
- Recruits, trains, inspired, and engages volunteers serving our collections, education, and visitor experience teams
- Develops new volunteer outreach programs and initiatives
- Maintains volunteer policies and procedures
- Generates appropriate volunteer opportunities and role descriptions based on museum needs
- Raises staff awareness of the role and function of volunteers
- Ensures appropriate support, training and recognition for volunteers
- Organizes profile-raising events to recruit new volunteers
- Interviews volunteers and ensures they are appropriately matched and trained for a position
- Monitors, supports, and motivates volunteers and their work
- Participates in all staff and department meetings
- Performs other duties as may be required

### **Education Required:**

- Bachelor's degree preferred
- Ideal candidate will have 3 or more years of experience in membership, development, volunteer programs, customer service and/or not-for-profit work

### **Skills and Abilities Required:**

- A solid background and interest in science and history is preferred
- Excellent interpersonal skills and the ability to create and maintain personal relationships
- Excellent written and verbal communication skills
- Excellent customer service skills
- Excellent computer proficiency (MS Office – Word and Outlook); including database software (Salesforce preferred). Strong Excel skills and experience with spread sheets required
- Familiarity with database management
- Proficiency working with detailed information with a high degree of accuracy
- Exceptional organizational and analytical skills
- Detail-oriented, highly efficient professional who works well independently and as part of a team
- Management of multiple projects simultaneously and see that each continues to move forward as necessary



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- Ability to handle sensitive information and maintain confidentiality and decorum
- Ability to work in non-profit environment; adhere to deadlines; demonstrate flexibility in meeting shifting demands and priorities, while maintaining a positive attitude and providing exemplary customer service
- Ability to carry out assignments to completion within parameters of instructions given, prescribed routines and standard accepted practices
- Ability to train, direct, manage, evaluate, and motivate volunteers
- Ability to manage effective working relationships with members, staff, volunteers, and the public; exercise tact and diplomacy at all times; demonstrate an understanding of protocol and sensitivity to cultural diversity issues; nurture a positive working environment

### **Other:**

- Must be able to remain in a stationary position for extended periods of time operating a computer and other offices productivity devices such as a calculator, telephone, and copy machine
- Must be able to adapt to high pace environments occasionally moving/lifting light weight equipment and other work-related objects up to 25lbs.
- May have to work late nights, weekends and in outdoor weather
- Able to safely and successfully perform the essential job functions consistent with ADA, FMLA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards
- Able to maintain regular, punctual attendance consistent with ADA, FMLA and other federal, state, and local standards

This job description indicates, in general terms, the type and level of work performed, as well as the typical responsibilities of this position. Management reserves the right to modify, change, add or rescind the work assignments inherent in this position and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Nothing in this position description changes the at-will employment relationship between CCMSH and its employees.

### **Compensation:**

1. Compensation based on education and experience.
2. Annual Salary: \$35,000
3. Staff free parking.
4. Discounted admission and purchases.
5. Free Museum membership.

### **Closing Statement:**

- Selected applicants must be able to pass a background investigation.
- Any position that lists a minimum qualification for education level and license/certification will require the applicant to provide proof of documentation if selected for hire.



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- Please submit a cover letter and resume to [karens3@ccmuseum.com](mailto:karens3@ccmuseum.com). As the first step in your application's evaluation, please type your last name and the position you're applying for in the subject line. Should your application be advanced, we will request authorization for a background check, and references.



**1900 N. Chaparral St.  
Corpus Christi, TX 78401**

## EMPLOYMENT APPLICATION

*Your application will be reviewed in detail. The decision on which applicants will be interviewed will be based on the information you provide within the format given herein. You may attach your resume to this application but it will not be accepted in lieu of an application.*

*Our policy is to provide equal employment to all qualified persons without regard to race, creed, color, religious belief, sex, sexual orientation, age, national origin, ancestry, physical or mental disability or veteran status.*

### PERSONAL INFORMATION:

Name: \_\_\_\_\_

Complete Home Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Day Phone: \_\_\_\_\_ Evening Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Are you a U.S. citizen or authorized by INS to work? *(Documentation will be required)*  Yes  No

Have you ever been convicted of a felony? *(This will not necessarily affect your application)*  Yes  No

If yes, please explain:

Are you bi-lingual?  Yes  No In what language/languages? \_\_\_\_\_

### EMPLOYMENT DESIRED:

Position applying for: \_\_\_\_\_

Have you ever applied for employment here?  Yes  No

When \_\_\_\_\_ What position? \_\_\_\_\_

Have you ever been employed by this company?  Yes  No

When \_\_\_\_\_ What position? \_\_\_\_\_

Are you presently employed? Yes No May we contact your present employer? Yes No

Supervisor Name: \_\_\_\_\_ Position: \_\_\_\_\_

Contact Telephone Number: \_\_\_\_\_

Are you willing to travel? Yes No Do you have an automobile? Yes No

Valid Driver's License Number:  State:

Can you provide proof of auto insurance? Yes No Date you can begin employment:

**EDUCATION:**

High School \_\_\_\_\_ Location \_\_\_\_\_ Graduate Yes No

\_\_\_\_\_ GED Yes No

College \_\_\_\_\_ Location \_\_\_\_\_ Degree Obtained and Major \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Can you provide proof of your education? Yes No *(Documentation will be required)*

Are you planning to continue your studies? Yes No

If yes, where and what courses of study? \_\_\_\_\_

**COMPUTER SKILLS:**

Typing Speed in WPM: \_\_\_\_\_

- List all the Computer Software that you are **proficient** in and describe your experience and skills in each.

**WORK EXPERIENCE:** Please list employment for the last five-(5) years starting with most recent employment.

<i>Employer:</i>		<i>Date From</i>		<i>Date To</i>	
<i>Address:</i>					
<i>Position/Title:</i>					
<i>Responsibilities:</i>					
<i>Reason for Leaving:</i>					

<i>Employer:</i>		<i>Date From</i>		<i>Date To</i>	
<i>Address:</i>					
<i>Position/Title:</i>					
<i>Responsibilities:</i>					
<i>Reason for Leaving:</i>					

<i>Employer:</i>		<i>Date From</i>		<i>Date To</i>	
<i>Address:</i>					
<i>Position/Title:</i>					
<i>Responsibilities:</i>					
<i>Reason for Leaving:</i>					

<i>Employer:</i>		<i>Date From</i>		<i>Date To</i>	
<i>Address:</i>					
<i>Position/Title:</i>					
<i>Responsibilities:</i>					
<i>Reason for Leaving:</i>					

*Attach an additional sheet if needed to list all employments in the last 5 years*

**REFERENCES:**

List three references (**two of whom must be former employers**), not related to you, whom you have known more than one year.

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Years Known: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Years Known: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Years Known: \_\_\_\_\_

Please tell us which responsibilities outlined in the accompanying job description are most suited to your skills and why:

Please tell us which responsibilities outlined in the accompanying job description will be most challenging or even difficult for you to fulfill and why:

Please help us make an informed decision on you as an applicant. What is it that makes you stand apart from other qualified applicants?

Please list your anticipated rate of compensation for this position: \$ \_\_\_\_\_

**(applications without this information will not be considered)**



*Thank you for your time and careful consideration in completing this application. Please be assured that we will also take time and careful thought in our consideration.*

**PLEASE READ BEFORE SIGNING:**

I acknowledge the importance of telling the truth on this application and any associated documents (herein "application"). I affirm that all of the information provided by me on this application is true to the best of my knowledge. The information is also not intended to mislead The Corpus Christi Museum of Science and History in any way about my qualifications or background. If I have omitted any information or provided information that is false or misleading, my application will be rejected, and I will not be eligible for employment. In addition, if it is later learned that any information on this application is false or misleading, that I may be subject to discipline up to and including immediate discharge.

I authorize my previous employers, schools, or persons listed as a reference to give any information regarding employment or educational record. I agree that The Corpus Christi Museum of Science and History and my previous employers will not be held liable in any respect if a job offer is not extended, or is withdrawn, or employment is terminated because of false statements, omissions, or answers made by myself on this application. In the event of any employment with this organization, I will comply with all rules and regulations set by the organization in any communication distributed to the employee.

I understand that employment with The Corpus Christi Museum of Science and History is "at will" which means that either this organization, or I may terminate the employment relationship at any time, with or without prior notice.

**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**DISCLOSURE FOR CONSUMER REPORTS**

In connection with my application for employment (including contract or volunteer services) with CCMSH, I understand consumer reports will be requested by you (“Company”). These reports may include, as allowed by law, the following types of information, as applicable: names and dates of previous employers, work experience, education, accidents, licensure, credit (as allowed by law – where required, you will be presented with additional disclosures), etc. I further understand that such reports may contain public record information such as, but not limited to: my driving record (which will include all or part of the following information: photograph, social security number, driver’s license number, your name, your address and medical or disability information), workers’ compensation claims, judgments, bankruptcy proceedings, evictions, criminal records, etc., from federal, state, and other agencies that maintain such records.

In addition, investigative consumer reports (gathered from personal interviews, as applicable, with former employers or landlords, past or current neighbors and associates of mine, etc.) to gather information regarding my work or tenant performance, character, general reputation and personal characteristics, and mode of living (lifestyle) may be obtained.

If I am hired, I understand that my employer can use this disclosure and authorization to continue to obtain such consumer reports throughout my employment, contract period or volunteer service.

Acknowledged:

\_\_\_\_\_  
Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Full Name

**AUTHORIZATION**

I hereby authorize procurement of consumer report(s) and investigative consumer report(s) by CCMSH (“Company”) and its consumer reporting agency Intelifi. If hired (or contracted), this authorization shall remain on file and shall serve as ongoing authorization for Company to procure such reports at any time during, as permitted by law, my employment, contract, or volunteer period. I authorize without reservation, any person, business or agency contacted by the consumer reporting agency to furnish the above-mentioned information.

In connection with my application for employment, I direct the following regarding my current employer: (please check one). Yes, my current employer may be contacted \_\_\_\_\_ / No, my current employer cannot be contacted \_\_\_\_\_

I understand that I have rights under the Fair Credit Reporting Act, and I acknowledge receipt of the Summary of Rights \_\_\_\_\_ (initials).

I authorize Company and Agency to use email communication with me to provide me with notices and information regarding any report or use of such report. If I do not have an email address or do not wish to share it, then communication will be by U.S. Mail, which will result in slower communication.

If you have any questions concerning this background screening content, please contact: Intelifi at (888) 409-1819.

Printed Full Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Email: \_\_\_\_\_; I do not have or want email \_\_\_\_\_  
(Initial)

List mailing address: \_\_\_\_\_

For identification purposes:

Social Security No.: \_\_\_\_\_; Date of Birth: \_\_\_\_\_

Driver’s License No.: \_\_\_\_\_; State of Issue: \_\_\_\_\_

Other Names Used: \_\_\_\_\_

**INFORMATION REGARDING YOUR RIGHTS**

I understand that I have the right to make a request to the consumer reporting agency: Intelifi (“Agency”), 8730 Wilshire Blvd, 4<sup>th</sup> Floor, Ste. 412, Beverly Hills, CA 90211, telephone number (888) 409-1819, upon proper identification, to obtain copies of any reports furnished to Company by the Agency and to request the nature and substance of **all information** in its files on me at the time of my request, including the sources of information. The Agency will also disclose the recipients of any such reports on me which the Agency has previously furnished within the two year period for employment requests, and one year for other purposes preceding my request (California three years). I understand that I can dispute, at any time, any information that is inaccurate in any type of report with the Agency. I may view the Agency’s privacy policy at their website: [www.intelifi.com](http://www.intelifi.com).

I understand that if the Company is located in California, Minnesota or Oklahoma, that I have the right to request a copy of any report Company receives on me at the time the report is provided to Company. By checking the following box, I request a copy of all such reports be sent to me.

**Check here:**     

I understand that if I am applying for employment in New York, that I have the right to receive a copy of Article 23-A of the New York Correction Law \_\_\_\_\_(initial if this applies).

I understand that if the report is provided to an employer in the State of Washington, that I can contact the following office for more information regarding my rights under Washington state law in regard to these reports: State of Washington Attorney General, Consumer Protection Division, 800 5<sup>th</sup> Ave, Ste. 2000, Seattle, Washington 98104-3188, (206) 464-7744.

New Hampshire registered drivers: The consent for driving records is valid for only two (2) years and is revocable at any time.

**Personal information** in MVRs means information that identifies you, such as your photograph, social security number, driver’s license number, your name, your address, your telephone number and medical or disability information relating to any license restrictions. **Highly restricted personal information** includes your photograph or image, social security number, medical or disability information relating to any license restrictions. 18 U.S.C. §2725.

Acknowledged:

\_\_\_\_\_  
Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date