



**Long Island Children's Museum**  
**LONG ISLAND CHILDREN'S MUSEUM**  
**POSITION DESCRIPTION**

---

**TITLE:** Membership Manager

**DEPARTMENT:** VSS & MarComm

3/30/2026

**FLSA:** Non- Exempt

**PAGE:** 1

**PREPARED:**

---

**Job Summary**

The Membership Manager leads the strategy, promotion, and day-to-day operations of the Long Island Children's Museum's Membership and Library Pass programs. This role works collaboratively across Visitor & Support Services (VSS), Box Office, and Marketing & Communications to drive membership growth, retention, and engagement.

Serving as a key point of contact for members, the Membership Manager ensures a seamless and positive experience at every stage of the member journey—from initial visit through renewal. This position requires strong customer service, communication, and organizational skills, along with a high level of professionalism and discretion.

As part of LICM's audience engagement strategy, the Membership Manager plays a critical role in expanding access to the Museum's offerings and strengthening relationships with families and the community.

**What You Will Do**

- Partner with the Director of Visitor & Support Services and Director of Marketing & Communications to develop and execute membership growth strategies
- Lead and manage Membership and Library Pass programs – structure and budgets, acquisition, cultivation, and retention.
- Track performance and analyze data to inform strategy and improve results
- Serve as the primary point of contact for membership questions, troubleshooting, and escalations.
- Maintain accurate records in Altru and membership app
- Create and distribute membership and library pass communications
- Identify opportunities to enhance membership offerings and drive revenue growth
- Educate visitors on membership benefits and assist with conversions at point of sale
- Explore new opportunities for Membership Programs and revenue.
- Educate visitors about the Membership Program and resolve and troubleshoot member issues.
- Train staff to confidently promote membership benefits and support sales efforts
- Plan and support member-focused events and experiences
- Collaborate cross-functionally to ensure a seamless and consistent member experience
- Take on additional projects and initiatives as needed.
- As an LICM Brand Advocate you will help spread the magic of play, creativity, and community throughout every visit.

**Supervision:**



**Long Island Children's Museum**  
**LONG ISLAND CHILDREN'S MUSEUM**  
**POSITION DESCRIPTION**

---

**TITLE:** Membership Manager

**PAGE:** 2

**DEPARTMENT:** VSS & MarComm  
3/30/2026

**FLSA:** Non- Exempt

**PREPARED:**

- 
- **Received:** Director of Visitor and Support Services and Director of Marketing and Communication
  - **Given:** PT membership Coordinator

**What You Will Bring**

- Bachelor's degree or equivalent experience (background in business, marketing, sales, or fundraising preferred)  
Three to four years of experience in a cultural organization or similar customer-facing environment
- Experience with membership programs or customer loyalty programs preferred
- Familiarity with Altru or similar CRM/museum systems is a plus

**Skills & Strengths:**

- Proactive self-starter with a hands-on approach, eager to take initiative and bring ideas to life
- Strong attention to detail with high accuracy in data entry
- Excellent customer service and relationship-building skills
- Clear and effective written and verbal communication
- Proficiency in Microsoft Office (especially Excel and Word)
- Ability to quickly learn new systems and train others
- Collaborative, flexible, and solutions-oriented mindset
- Ability to remain calm and professional when handling sensitive situations

**What To Expect:**

- **Environment:** Indoors, office environment.
- **Work Environment:** Indoor, office setting
- **Schedule:** Full-time (35 hours/week), including 4 weekdays and 1 weekend day; occasional evenings and events
- **Work Style:** In-person, on-site
- **Travel:** None

**Compensation & Benefits**

- **Salary:** \$28-30
- **Insurance Programs available:**
  - Health Insurance
  - Dental
  - Vision



Long Island Children's Museum  
LONG ISLAND CHILDREN'S MUSEUM  
POSITION DESCRIPTION

---

**TITLE:** Membership Manager

**DEPARTMENT:** VSS & MarComm  
3/30/2026

**FLSA:** Non- Exempt

**PAGE:** 3

**PREPARED:**

- 
- Flexible Spending
  - Employee discount programs
  - Paid time off
  - Professional development assistance
  - 401k Program

To perform this job successfully an individual must be able to perform each essential duty and responsibility satisfactorily. The Long Island Children's Museum is an Equal Opportunity Employer and strongly encourages applications from people of color, persons with disabilities, women, and LGBTQ+ applicants. The requirements listed above are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

For more information about Long Island Children's Museum visit [www.licm.org](http://www.licm.org) or on Instagram, Facebook, LinkedIn, YouTube and Tic Toc.

**To apply:** Please submit a cover letter and resume via email to: [resumes@licm.org](mailto:resumes@licm.org). Please put Membership Manager in the subject of the email. Resumes will be reviewed immediately.