

**Department:** Membership

**Projects/work assignments:**

Membership interns work with department staff on a variety of ongoing tasks and projects including membership sales, gift processing (including resolving problem payments and issues of donor intent); assisting in the preparation of email and print communications; acknowledgements and welcome packages for new members; assisting with event planning and execution including managing RSVPs and event check-in.

**Skills and qualifications including technology skills:**

Undergraduate or graduate student. Detail oriented, strong organizational and interpersonal skills. Proficient in Microsoft Office and knowledge of (or willingness to learn) Raiser's Edge preferred. Interest and/or experience in the arts and cultural institutions desired.

**What type of training will be provided?**

The membership intern will receive training on how to use the Raiser's Edge database, customer service skills through member interaction, and will develop Microsoft Office skills in Word and Excel.

**What skills and knowledge will the intern gain by the end of the internship?**

The intern will gain interpersonal skills, will learn the value of the customer journey through the Whitney's membership program, and will have strong administrative skills regarding member benefit fulfillment. The intern will also have a good sense of how to use Raiser's Edge to document member information, participation, and payment.