



## Gardner Ambassador Internship Program Isabella Stewart Gardner Museum Membership Ambassador

Anticipated Start and End Dates:	May 28, 2024 - July 26, 2024
Remote or In Person:	In-person
Hours Per Week:	Tuesday May 28: 11am-5pm Orientation Thursday June 6: 2:30-4:30pm Inclusive Community Training Week of June 3- Week of July 22: 28 hours <b>Closed for July 4, 2023</b>
Work Schedule:	<b>Tuesdays, Thursdays, Fridays or Saturdays</b> for Departmental internship hours (24 hours) <b>Tuesday afternoons from 3:00-5:00PM</b> for Seminar (2 hours) <b>mandatory</b> <b>Thursdays 6:00-8:00PM preferred</b> for Gallery shift (2 hours, timing flexible)
Website:	<a href="http://www.gardnermuseum.org">www.gardnermuseum.org</a>
Pay Rate and Professional Development Stipend:	\$19/hour and one-time \$100 stipend

### **Organization Overview:**

Isabella Stewart Gardner believed that art had the power to change lives, and she built a beautiful, personal, and immersive Museum setting to do so. Today, the Gardner is a living embodiment of her bold vision; a dynamic place where ideas and creativity in all forms inspire visitors. Through exhibitions, music, programs, and performances, we strive to tell new stories and challenge assumptions with diverse voices and partnerships with community members.

This intern will be taking part in a program at the Museum called Gardner Ambassadors. The interns, called “Ambassadors,” will work for 28 hours per week, with the following hourly breakdown: 24 hours per week as an intern in a host department, 2 hours per week working in the galleries, and 2 hours per week in a seminar with their cohort. Interns who take part in the Ambassadors program will gain hands-on experience in a museum environment, learn about the history of the Gardner and visitor-centered museum practice, and explore possible career paths in the museum world.

### **Job Description:**

This posting is for a placement in the Membership Department, reporting to the Membership Associate. The Membership Department plays an essential role in the advancement of the Museum by securing contributed revenue from individual Membership donations, as well as the Museum Pass Program (discount program for library patrons via a membership the library purchases) and the University Membership Program (single free general admission for the students, faculty, and/or staff of participating schools)—we are also part of the larger Development Department.



The Membership team develops strategies and implements initiatives to seek out and solicit new members, as well as engage and steward existing members (of which there are over 8,600) through frequent communications, special programs, and excellent customer service. The Membership team works closely with those in Development, Marketing, Information Technology, and Visitor Services.

The Membership Ambassador will help support the various ongoing initiatives of the Membership team through several projects, gaining diverse experiences. One initiative is coming up with better ways of engaging museum members through increased stewardship—actions taken to imbue a sense of connection, care, and purpose between Gardner staff and members. There will be many opportunities, including researching, marketing, outreach, event supporting, and creating informational communication materials, all to help implement new approaches in stewarding members and building community under all membership programs.

In this position, the Ambassador will be able to aid in the editing process of member emails, as well as putting out an acquisition campaign. The Ambassador will also have the chance to gain experience using a database, learn about data intake and visitor interactions, and see how this information is put into action.

**Basic Qualifications:**

- Detail-oriented with an ability to see the big picture
- Adept at learning and using technology, including Google Workspace, Microsoft, and design platforms
- Effective verbal and written communication skills

**Desired Qualifications:**

- Event and/or customer service experience
- Interest in communications and marketing
- Interest in nonprofit organizations and fundraising
- Interest in building community

**Type of Training to be Provided:**

- Communications, and engagement strategies
- Program and event development
- Basic data entry and database training
- Working collaboratively and independently

**Learning Outcomes:**

- Advanced time management skills, after balancing various, continuous responsibilities
- Project manage—the Membership Ambassador will have the chance to develop many initiatives from nearly start to finish. One initiative can align with the Ambassador’s own interests.
- Have a basic understanding of database management, event planning, communication marketing, and fundraising



### **Equal Opportunity Employer**

Diversity, Equity, Access, and Inclusion is one of the core values we hold close to our business practices. ISGM is committed to affording equal opportunities to qualified individuals regardless of race, color, gender, gender identity, genetics, military/veteran status, pregnancy, religion, sexual orientation, age, national origin, ancestry, disability, or any other basis prohibited by applicable laws.

### **ISGM Background Check & Work Authorization Requirements:**

Employment at the Isabella Stewart Gardner Museum is contingent upon a satisfactory criminal background check, which will be administered after the Museum receives your signed offer letter and other necessary paperwork. Within your first 3 days of hire at the Isabella Stewart Gardner Museum, you must show proof of eligibility to work in the US with unexpired I-9 compliant documentation. Your documentation must be valid throughout the length of your internship. If your original I-9 documentation expires during your internship, you must provide updated documentation as soon as possible in order to avoid a lapse of eligibility to participate in this internship program. If these requirements are not met, our employment relationship with you may be terminated.

### **COVID-19 Protocols**

All employees of the Isabella Stewart Gardner Museum are required to be vaccinated against the COVID-19 virus. If an employee is not vaccinated, they will need to go through an interactive process of requesting a religious or medical accommodation and to submit weekly testing results, in addition to following other federal, state and CDC recommendations.

### **Questions or Need Accommodations?**

Email [musuempartnerships@umb.edu](mailto:musuempartnerships@umb.edu)