



THE AMERICAN CIVIL WAR MUSEUM

Position Information

Title: Administrative Assistant

Compensation: Commensurate with experience

Status: Full-Time

Reports to: Manager of Individual Giving and Research

Apply: Send resume to Cara Sisson at csisson@acwm.org

Summary

The Administrative Assistant is an active member of the Development and Events Department, which enhances the Museum's sustainability by inspiring audience engagement, increasing public awareness, and cultivating opportunities for financial giving. Through these efforts, the Development and Events team broadens and deepens the Museum's audience and funding base for exploring the causes, course, and legacies of the American Civil War era. The team also enhances relationships between the Museum, its audiences, and its partners; and supports the desired impact of the Museum's larger interpretive and strategic plans.

The American Civil War Museum offers an excellent benefits package. We are proud to be an Equal Opportunity Employer committed to diversity and inclusion. Candidates who bring diverse experiences, perspectives, and talents to the work are especially encouraged to apply. We believe that an inclusive culture among our staff is critical to implementing our mission to understand the Civil War era's history and impact in our lives today.

Primary Function

The Administrative Assistant supports the Museum's fundraising and events program by performing a variety of complex clerical work requiring initiative, independent judgment, excellent communication skills and specialized knowledge; performs duties under general supervision.

Duties and Responsibilities

- Plans, schedules, and performs a wide variety of clerical and typing work, ensuring accuracy of typing, grammar, punctuation, syntax, spelling, etc., without guidance of the supervisor;

- Composes correspondence involving administrative matters, solicitations and renewal appeals, and gift commitment acknowledgments for the department as well as the Office of the President under the guidance of the supervisor;
- Extends strategic and regular invitations to donors and prospects for meetings, lectures, book talks, and other Museum events of interest;
- Maintains a communications schedule for all development correspondence, including annual solicitations, stewardship reports, acknowledgements and special events;
- Manages the process for donor acknowledgements and correspondence on a daily basis, including scanning correspondence into the CRM donor database and maintaining records;
- Provides timely and accurate reports for managerial and financial analysis as needed;
- Compiles special summarizations for reports and replies to inquiries, selecting relevant information from a variety of sources;
- Exercises discretion, independent judgment and knowledge of Museum procedures in the day-to-day performance of regular duties;
- Maintains procedures for tracking of all pending matters for the department such as “follow-up” and “bring-forward” files
- Answers and places telephone calls in response to donor and staff inquiries and/or related matters;
- Provides administrative assistance for the departmental operations
- Maintains and continuously updates departmental calendars, schedules meetings, and follows up on work in process and all pending matters to ensure timely reply or action;
- Assists the Director of Development and Events with logistics of Museum events on- and off-site;
- Assists, as necessary, with travel arrangements and completes monthly departmental expense reports;
- Works with the Executive Assistant in the office of the President and assists, as necessary, with general clerical duties in the event of absenteeism;
- Performs other related duties as required

Qualifications Required

- Education equivalent of high school graduation or G.E.D., plus three to five years progressively responsible office work experience, or one year specialized secretarial training plus one year office work experience;
- Proficient in Microsoft Office and list management;
- Strong organizational, time, and project management skills, including the ability to coordinate multiple projects with concurrent deadlines;
- Excellent verbal and written communication skills, including exceptional proofreading skills;
- Ability to work independently, proactively and exercise sound judgment

- Ability to establish and maintain effective work relationships and interact effectively with others;
- Ability to adapt to changing work priorities;
- Ability to understand and follow instructions

Qualifications Preferred

- Experience organizing mailing projects, both in-house and using an external mail house, including building letter and mail merge templates;
- Ability to work both independently and collaboratively. Must be a self-starter and able to independently move projects forward, prioritize tasks, and meet deadlines;
- Detail oriented with excellent customer service skills;
- Experience working in a museum or cultural organization;
- Passion for history

About the American Civil War Museum

The American Civil War Museum is the preeminent center for the exploration of the American Civil War and its legacies from multiple perspectives. We are so much more than a collection of artifacts. We are storytellers and educators. In the battle against the all-too-human instinct to wish the past were simple, we're exploring the unparalleled significance the American Civil War holds to complexities we face today. We believe that understanding this period of America's development is fundamental to understanding current society, culture, and who we are as Americans.

The American Civil War Museum is a national resource for connecting people to the history and legacies of the American Civil War. Our vast collection of artifacts provides the backdrop for the stories we share. With locations in Richmond and Appomattox, the Museum explores the stories of the Civil War era through our award-winning exhibits and programs. Visit us at acwm.org to find out more.