



## Museum of the African Diaspora

Position Title: Operations Intern

Reports To: Operations Manager

Commitment: Flexible, 1 semester

Start Date: Open

### **Organizational Description:**

The Museum of the African Diaspora (MoAD) is a San Francisco based nonprofit organization that was conceived as a cornerstone of the economic and cultural revitalization of downtown San Francisco. MoAD brings people of all ages, and ethnicities together to study and appreciate the culture, history and art of people of African descent within the United States and throughout the world. MoAD is one of the only Museums in the world focused exclusively on African Diaspora culture.

### **Position Description:**

MoAD is accepting applications for its internship program in operations and management support. Interns in this department will gain valuable experience in museum management, “back-of-house” operations, and membership management. The operations intern supports the goals of the Operations Manager providing administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings.

### **General Responsibilities**

Prepare responses to correspondence containing routine inquiries

Work closely with the administrative team to coordinate and launch hard copy or email

Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software

Assist with special projects

Open, sort, and distribute incoming correspondence, including faxes and email

File and retrieve corporate documents, records, and reports campaigns to donors and potential donors

Prioritize and manage multiple projects simultaneously, and follow through on issues in a timely manner

Providing quality customer service

To prepare, proof read and edit all outgoing correspondence, e.g. letters, funding proposals, press releases, marketing materials and newsletters

Working in a professional environment

Answer phone(s), screen, take messages and direct all incoming calls to the appropriate party promptly and efficiently.

Greet visitors and determine whether they should be given access to specific individuals

Organize and maintain files

Other duties as assigned

#### MINIMUM QUALIFICATIONS:

Education and Training: Minimum Junior or Senior standing in post-secondary setting.

Work experience: Two years experience in an educational or community arts organization.

Skills and abilities: Demonstrated knowledge of African American or African Modern and Contemporary Art. Must show personal initiative, have the ability to work collaboratively as a member of a diverse, multi-cultural team, and also have the ability to work independently with minimal supervision. The individual must have excellent written and verbal communication skills, strong interpersonal skills, and the ability to exercise effective judgment in a highly visible role. Must have the ability to prioritize in a fast-paced environment while meeting deadlines. Knowledge /command of Microsoft Suite

Successful interns should:

- Competent and curious researcher with excellent writing and communication skills.

- Familiar with web-based research.
- Knowledgeable or curious about the African Diaspora
- Detail-oriented person who can manage multiple projects.
- Proficient in all Microsoft Office programs, especially Word, Excel, and Publisher.
- Ability to work independently.

WORKING CONDITIONS:

Physical Demands: Light lifting; frequent use of stairs

Special Environmental Factors: Close office setting