

Job Posting:
Membership Outreach Assistant

Location: St. John's, NL (hybrid)

Contract Term: October 6, 2025 - February 13, 2026 (temporary)

Compensation: \$16/hour, 35 hours per week

Application Deadline: 11:59 PM NDT on August 31, 2025

The Museum Association of Newfoundland and Labrador (MANL) is a charitable organization representing institutions and individuals interested in the preservation and promotion of the province's material and cultural heritage. The Association was incorporated in 1980 under the leadership of a volunteer Board of Directors representative of the museum and heritage community in the province.

Position Overview:

Working under the supervision of the Managing Director and the Program Coordinator, the Membership Outreach Assistant will perform a variety of duties to support MANL's day-to-day office operations, primarily focusing on membership renewal and outreach initiatives. The incumbent will also be responsible for assisting MANL staff, board and partners in the delivery of the 2025 Heritage Conference, taking place on October 17th-18th in St. John's, as well as pre-conference professional development offerings, happening during the week leading up to the conference. This role will ensure streamlined and improved membership services and communication, smooth office operations, and strengthened community partnerships.

Job Responsibilities:

- Develop new and improve the existing membership outreach strategies to attract new members.
- Assist MANL staff with administrative duties related to membership renewal and outreach initiatives.
- Maintain and update membership databases.
- Evaluate MANL's membership benefits and identify areas for improvement.
- Assist MANL staff with developing new and improving the existing membership benefits.
- Deliver presentations on MANL's membership services.
- Host online networking events and discussion sessions for MANL members.
- Assist MANL staff and members with advocacy initiatives.
- Update and monitor the weekly e-newsletter as well as social media channels.
- Handle member and public inquiries via email and over the phone.
- Promote members' programs through MANL's digital communications channels.
- Assist in updating the website.
- Assist with the overall delivery of the 2025 Heritage Conference and pre-conference professional development offerings, with a focus on on-site event execution and troubleshooting.
- Communicate with and assist delegates, special guests, panelists during the 2025 Heritage Conference.

- Act as a point of contact for guests and stakeholders during the 2025 Heritage Conference.
- Attend meetings and prepare reports, agendas, and minutes as necessary.
- Other duties as required.

Skills & Qualifications

- Minimum 1 year of experience in the non-profit sector, either through employment or volunteering.
- Experience in record and data management is preferred.
- Demonstrated experience in the development and implementation of outreach initiatives is preferred.
- Bachelor's degree in museum studies, history, education, non-profit management, or a related field would be considered an asset.
- Proficiency in Zoom, Google Suite (Docs, Sheets, Drive, Gmail, Calendar, Meet), Canva, Adobe Acrobat, Meta Business Suite.
- Strong written and verbal communication skills; must be confident speaking with new people both in person and by phone.
- Comfortable with Microsoft 365 (Word, Excel, PowerPoint, Teams).
- Familiarity with Adobe Creative Suite would be considered an asset.
- Working knowledge of WordPress; experience in website content management would be considered an asset.
- Familiarity with the GLAM and heritage sectors in Newfoundland and Labrador would be considered an asset.
- Excellent organizational skills and attention to detail.
- Ability to work and perform effectively in a multi-tasking, fast-paced team environment.
- Strong interpersonal and relationship building skills.
- Ability to handle confidential information with discretion.
- Experience in event coordination is preferred.
- Ability to work independently and remotely if required.

Working Conditions:

Work will be carried out in person at MANL's office located in St. John's, with a possibility of hybrid arrangements. Flexibility is essential, with some evening and weekend hours expected during the 2025 Heritage Conference and other special events. The position requires on-site work with MANL staff and interaction with the public during events. Some lifting (up to 30 lbs) may be required. The candidate must provide a valid certificate of conduct from the RNC.

Eligibility:

This position is subsidized through the [Achieving Success through Community ENGagement & Development \(ASCEND\)](#) program, funded by the Government of Canada and led by Community Sector Council Newfoundland and Labrador (CSCNL). To meet the eligibility criteria, candidates must be between 15 and 30 years of age, and currently not in employment, education, or training. All eligible candidates must first register with the ASCEND program.

How to Apply:

1. Register with the ASCEND program [here](#).
2. Submit a cover letter and resume as one PDF via email to programs@museumsnl.ca. Please put "YOUR NAME – Membership Outreach Assistant" in the subject line.

We thank all applicants, however, only those selected for the interview will be contacted.

MANL is committed to fostering diversity and removing barriers to inclusion, and strongly encourages applications from all qualified individuals, including, but not limited to IBPOC individuals, members of the 2SLGBTQ+ community, gender-diverse individuals, persons with disabilities, neurodiverse individuals, refugees, newcomers to Canada, and others who may contribute their perspectives and lived experience to the further diversification of the organization.