

# VENTURA BOTANICAL GARDENS

## **MEMBERSHIP ASSOCIATE**

Full Time

Salary Range: \$17-\$22/hour

## **JOB DESCRIPTION**

The Membership Associate's primary responsibilities center on:

- Maintaining database of membership records
- Customer service for existing membership base
- Marketing and communications related to expanding membership base

The Membership Associate must have excellent phone skills and enjoy working with the public.

Work with the Director of Development to implement strategies focused on growth of new members, retention of current members, re-enrolling lapsed members, and upgrading of membership categories.

This position will report to the Director of Development and work closely with a variety of Garden staff and volunteers.

## **DUTIES & RESPONSIBILITIES**

Maintain administrative aspects of the Garden membership program through the CRM database.

Write and refresh member renewal letters, acknowledgements, and welcome series regularly.

Handle and resolve membership concerns and inform supervisor of unusual situations or unresolved issues.

Apply all Garden policies relating to members.

Train and schedule volunteers for member routine data entry and for sales during major events and busy weekends.

Create and document standard operating procedures for Membership program

Work collaboratively with marketing to integrate membership messaging in publications, website, and collateral materials.

Generate reports on membership metrics including overall membership retention and growth.

Some evenings and weekends required.

## **KNOWLEDGE, SKILLS, and ABILITIES**

An understanding of the central role that a strong membership program plays in the overall health of the organization and building a culture of philanthropy.

Experience working in donor databases

Proficient in Microsoft Office Suite

Experience working with mail-houses, the bulk mail unit as well as printers and graphic designers.

Experience working with and providing leadership to volunteers.

A strong work ethic, ability to maintain and model high personal, ethical and professional standards, as well as an outgoing and positive personality.

### **CONFIDENTIALITY**

The Membership Assistant will be privy to confidential information and must ensure that information is dealt with in the strictest of confidence and discretion.

### **COMPENSATION**

Pay range for full-time position is \$17-\$22/hour. Compensation will be commensurate with the qualifications and experience of the individual. For full-time employees, matching 401(k).

### **MINIMUM REQUIREMENTS**

Familiarity with CRM databases.

### **APPLICATION INSTRUCTIONS**

To apply, email a cover letter and resume to [acampbell@venturabotanicalgardens.com](mailto:acampbell@venturabotanicalgardens.com). Please add in the email subject line Membership Associate.