

Membership Associate

Our mission: We garden to create, share, and apply plant wisdom in our world.

Job Summary

The Membership Associate is responsible for entering memberships into the Garden's enterprise software system. This position requires comprehensive knowledge of SDBG's Membership Program. The ideal candidate has experience in and excels in CRM systems, accurate data entry and proofreading while delivering exceptional customer service to over 8,000-member households. The Membership Associate assists others in the use of the software programs for membership fulfillment. This position requires working occasional weekends and evenings and supports the Visitor Services functions of SDBG by occasionally flexing their schedule to work at the Welcome Center and events. This is a full-time, non-exempt position and reports directly to the Director of Engagement and Membership Services.

Essential Requirements

- Ability to accurately enter data and proofread at a high level.
- Proficient in Microsoft Office, Google Workspace
- Proven ability to work with and guide volunteers in a respectful manner.
- Strong writing skills: able to compose clear, succinct descriptions for promotional use.
- Occasional to frequent need to shift work days and hours to accommodate Garden activities and holidays.
- Proficiency in Spanish a plus

Compensation

- **Salary: \$ 18/hr.**
- **Full- time/ hourly non-exempt / On-site**
- Benefits:
 - 401(k) matching
 - Dental insurance
 - Employee assistance program
 - Employee discount
 - Flexible spending account
 - Health insurance
 - Life insurance
 - Paid time off
 - Retirement plan
 - Vision insurance

Essential Functions

- Process and fulfill memberships in Tessitura including the generation of digital and printed membership cards, letters, envelopes, and assembling membership packets for email and traditional mail. Reach out to members as needed.
- Become the department's point of contact in Tessitura and take a proactive approach to increase efficiency and improve the capacity and utility of the Garden CRM, and the overall membership program offering.
- Assist in Membership Program development. Propose new ideas that support membership growth and retention.
- Maintain the membership database, including creating new records and updating information to ensure clear, complete, and up to date records for CRM data integrity. Reconcile duplicate records.
- Respond to phone and email inquiries concerning membership and general Garden questions, providing timely, efficient and courteous customer service. Record interactions for future reference.
- Participate in discussions to continuously improve the Membership Program, sharing best practices, business models, etc. Contribute to updates for members via email, e-newsletters, website and other forms of marketing and communications.
- Meet monthly, seasonal and annual targets for membership sales and retention.
- Process donation requests, ensuring timely acknowledgment and reinforcing community engagement.
- Be an ambassador of the Garden; engage the public regarding the benefits of membership and highlight the Garden programs that membership supports.
- Provide operational support to the Visitor Services Team, including assistance with admissions and events.
- Receive and process volunteer recognition requests from the Volunteer Coordinator.

Competencies

- Enthusiasm for, and demonstrated ability to work with diverse audiences.
- Maintain strict confidentiality regarding proprietary and sensitive information.
- Adaptability to shifting priorities in the Garden environment.
- Contribute to a positive work environment
- Be an advocate for inclusion, diversity, equity and accessibility (IDEA) efforts in the Garden



JOB

Education and Experience

- Bachelor's degree or coursework in hospitality, business management or related field. Preferred.
- Experience with ticketing, membership, and/or sales. Preferred.
- Able to understand, learn and troubleshoot software issues related to ticketing, admissions, membership, sales, and donors. These include: Tessitura, Quickbooks, and other POS and CRM systems and training others.
- Proficiency in Spanish is a plus.

Work Environment

- Frequent shifts standing, walking, driving electric carts, and outdoors, year round
- Computer work standing or sitting at a desk

Physical Requirements

- Ability to drive a golf cart and walk and/or stand for extended periods
- Ability to lift up to 30 pounds

Other Duties

- Perform other duties or special projects as assigned

Additional requirements

- Must possess a valid driver's license
- Must pass a background check

SDBG Diversity Statement

San Diego Botanic Garden is committed to create, maintain and grow a welcoming and inclusive environment. Just as our natural world relies on plant diversity, we believe that cultivating diversity amongst our staff and volunteers contributes to a flourishing Garden. We are dedicated to ongoing conversations as we celebrate and support the unique attributes of all people.