

Membership Associate

Mission Statement: We garden to create, share and apply plant wisdom in our world.

Job Summary

The Membership Associate supports the Membership program with processing new and renewal memberships and engaging with garden visitors and the community at large to promote memberships. The ideal candidate must have the ability to accurately enter data and proofread at a high level, while providing exceptional customer service to over 8000-member households. The Membership Associate also supports the Visitor Services functions of SDBG by occasionally flexing their schedule to work at the Welcome Center. The Membership Associate works closely with the entire Membership team and reports to the Manager of Visitor Services and Membership. This is a part-time (regularly working 20 hours/week) non-exempt position that requires working a hybrid schedule of weekdays and weekends and occasional evenings for special events with starting pay at \$16.50 per hour.

Essential Functions

- Data entry: Efficiently and accurately maintain membership database and printed records, including creating new records and updating information to ensure the maintenance of clear, complete, and up to date records for CRM data integrity.
- Process and reconcile all necessary membership benefit information including the generation of digital and printed membership cards, letters, envelopes, and assembling membership packets for email and traditional mail.
- Act as a phone and email contact for questions concerning membership, providing timely and efficient customer service via telephone (when possible) and email. Record these customer service interactions within the membership database for future reference and context.
- Be an ambassador of the Garden; engage the public regarding the benefits of membership and highlight the Garden programs that membership supports both onsite and at external events.
- Meet monthly, seasonal and annual targets for membership sales and retention.
- Participate in efforts to increase efficiency and improvements in the capacity and utility of the Garden CRM, and the overall membership program offering.
- Assist with development, coordination and implementation of member programs to encourage increased memberships and member retention.
- Assist the Visitor Services Team with phone inquiries/reservations or at the Welcome Center and event programming as needed.
- Support and supervise volunteers who assist with membership fulfillment and membership sales at events.
- Maintain strict confidentiality regarding proprietary and sensitive information.

Competencies

- Strong organizational, time management, oral and written communications skills.
- Advanced computer skills including knowledge of computer/data management software (Doubleknot and Clearview CRM experience a plus), Windows 10, Intuit Point of Sale, Square Point of Sale, Microsoft Office, Google Workspace and other software as needed.
- Possess exceptional customer service skills, with the ability to interact effectively with donors/members, visitors and staff at all levels.

- Motivated, energetic team player able to prioritize and work independently, as well as interact with donors/members, visitors and staff of all levels.
- Ability to enter data efficiently and accurately.
- Perform well under stressful situations.
- Nonprofit experience, or strong interest in cultural institutions, environment, education, and or/science preferred.
- Professional proficiency in non-English languages a plus.

Education

- High School diploma or equivalent required
- College degree a plus

Work Environment

- Primarily in an office, seated at a desk. Occasional shifts standing, walking or outdoors while assisting in Admissions or during events during the day and at night.

Physical Requirements

- Ability to perform light physical work including helping set up traffic cones, tables, chairs and signage.
- Walk across our 37-acre garden to different work locations and ability to lift up to 30 lbs.

Other Duties

- Perform other duties or special projects as assigned.
- The Membership Associate is expected to continually increase their knowledge of the Garden, our constituents and our community.
- Assist in Admissions or at events, when needed.

Additional Requirements

- Possess a valid driver's license
- Pass a background check

SDBG Diversity Statement:

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