

Job title:	Member Services Associate (MSA)
Job Type:	Casual Part Time
Location:	5151 Oak St., Vancouver, BC
Reports directly to:	Director of Membership Services

VanDusen Botanical Gardens, (55 acre garden in the heart of the City of Vancouver), and the Bloedel Conservatory (an oasis of tropical plants and birds) is jointly operated by the City of Vancouver Parks and Recreation and the Vancouver Botanical Gardens Association.

Job purpose

Member Services Associate (MSA) supports the Vancouver Botanical Gardens Association **Membership Department** and is the first point of contact for current and potential new members at VanDusen Botanical Garden on weekends and statutory holidays. The MSA processes memberships and provides information regarding a variety of programs and services offered at both the VanDusen Botanical Garden and the Bloedel Conservatory.

Duties and responsibilities

- Working at the Information/Membership desk in the VanDusen Garden Visitor Centre, the MSA processes Garden memberships and provides information on the Gardens in an exemplary manner.
- Manages the Association’s member database, ensuring member information is entered and updated accurately into the City of Vancouver’s ActiveNet (Parks & Recreation Management) database.
- Ensures a smooth sales process, processing paid transactions for membership and VBGA programs in an efficient, accurate and friendly manner.
- Open and close of cash sales/registers including accepting cash, cheque, debit and credit card transactions.
- Remain knowledgeable of current Association and Park Board promotions and events.
- Team with Information Desk volunteers and Park Board staff to ensure a trusting and respectful relationship with members and visitors to the Gardens.
- Recognize and monitor security issues.

Qualifications

- Excellent verbal communication skills including ability to effectively communicate with individuals.
- Excellent data entry skills with experience entering into databases or computer systems.
- Accurate attention to detail is required along with being well organized.

- Be available to work a 4 -7 hour shift on weekends and/or statutory holiday days.
- Be available to work at least 3 shifts in a month.
- Works well independently, as well as collaboratively in a team environment with a variety of age groups.
- High school diploma with some post-secondary education preferable.
- 2-5 year of customer service experience at a cultural attraction, in retail or other similar work.
- Good knowledgeable of sales principles, experience with retail transactions, and providing excellent customer service.
- Good communications skills, patience, adaptability, initiative, integrity and trustworthiness.
- Comfortable working under pressure in a sometimes fast paced environment while maintaining a positive attitude and excellent customer service.
- Fluency in English. Additional fluency in Mandarin, Cantonese or other language is an asset but not required.

Working conditions

- Work shifts in the morning, afternoon, evening or a combination of shifts.
- Includes weekend work as well as some statutory holidays.
- Possibility in 2019 to work evening shifts weekdays during busy spring/summer months.
- This job does require standing for long periods especially during busy spring and summer months.
- VBGA T-shirt, VBGA vest or VBGA jacket must be worn at all times during the shift.
- Hourly rate of \$17.00 / hour plus vacation pay.

How to apply

Submit your resume and cover letter by Thursday, January 24, 2019 to
Janene Preston, Director of Membership Services jpreston@vandusen.org

We thank all candidates for their interest, however only those candidates selected for interviews will be contacted.
