

## Member Services Associate Job Description 2021

<b>Position title:</b>	<b>Member Services Associate</b>
<b>Position Type:</b>	2-3 shifts (4-7 hours per shift) per week
<b>Location:</b>	VanDusen Botanical Garden - 5151 Oak St Vancouver, BC
<b>Reports directly to:</b>	Director of Membership Services

VanDusen Botanical Garden (55-acre garden in the heart of the City of Vancouver), and the Bloedel Conservatory (an oasis of tropical plants and birds) are jointly operated by Vancouver Park Board and the Vancouver Botanical Gardens Association (VBGA).

### Position purpose

The **Member Services Associate** supports the Association's Membership Program and is the first point of contact for current, renewing, and potential new members to the Association at VanDusen Botanical Garden. The **Member Services Associate** processes membership transactions and provides customer service at VanDusen Botanical Garden. *Note that measures have been set in place for a safe and contactless process in accordance with COVID-19 protocols.*

### Duties and responsibilities

- Working at the Visitor Centre Information/Membership desk at VanDusen Botanical Garden, the **Member Services Associate** processes membership transactions and provides information on both VanDusen Botanical Garden and Bloedel Conservatory in an exemplary manner.
- Utilizes 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 transactions for membership in an efficient, accurate and friendly manner including debit and credit card transactions.
- Remains knowledgeable of current Association and Park Board promotions and events.
- Teams/works with Information Desk volunteers and Park Board staff to ensure a trusting and respectful relationship with members and visitors to the Gardens.
- Recognizes and monitors security issues.
- Attends the two Visitor Services/Membership Team Meetings each year.

### Qualifications

- Excellent verbal communication skills including ability to effectively communicate with individuals.
- Excellent data entry skills with experience entering info into databases or computer systems.
- Knowledge and use of ActiveNet is an asset but not required.
- Accurate attention to detail is required along with being well organized.
- Availability to work a minimum of 2-3 shifts (4-7 hours per shift) per week 7 days a week including statutory holidays.

- Works well independently, as well as collaboratively in a multi-generational team.
- Customer service experience at a cultural attraction, in retail or other similar work is an asset but not required.
- Excellent knowledge of sales principles, experience with retail transactions, and providing excellent customer service.
- Excellent communications skills, patience, adaptability, initiative, integrity and trustworthiness.
- Comfortable working under pressure in a sometimes fast paced environment while maintaining a positive attitude and high level of customer service.
- Commitment for a minimum of 12 months.

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### Working conditions

- Shifts are scheduled for the morning, afternoon or full day, 7 days a week including statutory holidays.
  - This position does require standing for long periods especially during busy times.
  - The Association's VBGA shirt, VBGA vest or VBGA jacket must be worn at all times during a shift. The VBGA shirt is provided free upon acceptance of an offer.
  - Hourly rate of \$17.00/hour plus vacation pay.
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### How to apply

- Submit your resume and cover letter by end of day Sunday, January 24, 2021 to Janene Preston, Director of Membership Services at [membership@vandusen.org](mailto:membership@vandusen.org)
  - **We thank all candidates for their interest, however only those candidates selected for interviews will be contacted.**
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