

Job Posting: Member Services Coordinator (12 month Maternity Leave)

The Vancouver Botanical Gardens Association (VBGA) is located at VanDusen Botanical Garden, with the mission to engage people in the importance of biodiversity in their lives, and to foster a lifelong love of plants and gardens. The Association raises funds to support programs and activities at both VanDusen Botanical Garden and Bloedel Conservatory. The Membership Department is supported by committed volunteers and part time staff that continue to engage and support approximately 11,000 members.

We are currently recruiting for a Member Services Coordinator (12-month Maternity Leave) to compliment our current volunteers and staff, and provide key support to the Membership Department. This is a part time position working 21 hours a week on weekdays, reporting to the Director of Membership Services.

You'll be a great fit for this role if you are an excellent communicator and relationship builder, organized and detail oriented, proficient in Microsoft Office suite particularly Excel, enjoy working with databases and data management, some experience working with email marketing platforms, and present in a professional manner. The Member Services Coordinator is responsible for all membership related activities working in collaboration with a small Association team.

Major Responsibilities

1. Provide a high level of customer service to foster strong relationships with members, non-members, and stakeholders on the phone, in person, by mail or email.
2. Process membership transactions over the phone or in person.
3. Maintain, update and administer the membership database, including overseeing data entry, imports and exports, tracking and preparation of mail and email lists.
4. Compile, analyze, and provide reports on membership composition and trends.
5. Support the Membership Office and Visitor Centre Membership Desk by providing excellent customer service and process memberships as the need arises when volunteers or part time staff are unavailable and/or during busy periods.
6. Download Membership lists to prepare membership renewal notices and special appeals, including the preparation and distribution of letters and email correspondence.
7. General administration of membership benefits.
8. Train and assist new volunteers and part-time staff on database process and general administrative tasks.
9. Support and assist with the bi-annual Volunteer/Staff team meetings including set up, scheduling and registrations for the event.
10. Assist and support the annual/bi-annual Member Appreciation week including set up and all necessary tasks as assigned (due to COVID-19 this event is TBA).
11. Other duties as assigned by the Director of Membership Services.

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We are looking for an individual with:

- 2+ years of experience in office administration, event/project management, volunteer management, membership or a combination. A Bachelors degree, diploma, or certificate in office administration, event management, project management, or volunteer management is an asset but not required.
- 2+ years of customer service experience. Excellent interpersonal and communication skills with the ability to deal effectively and tactfully with a wide variety of people in correspondence, on the telephone, and in person, is required.
- An emotionally mature, self-motivated individual with sound judgement, and the ability to work under minimal supervision, managing multiple tasks within a team environment.
- Previous cash handling experience along with previous experience entering and processing transactions in a POS system is required.
- Attention to detail, an eye for accuracy, especially error-free data entry and correspondence.
- Clear and accurate writing, editing, and verbal communication.
- The ability to maintain strict confidentiality of member and organization information. Knowledge of PIPA and CASL would be helpful.
- Excellent Excel spreadsheet and word processing skills is required.
- Some knowledge of email marketing platforms, ex. Mail Chimp, along with social media experience and software applications such as webinars and blogs, would be an asset.
- Website design experience and online surveys creation are an asset but not required.
- Experience in Direct Mail would be an asset but not required.
- Experience with database software such as Donor Perfect, Raisers Edge, ActiveNet, Better Impact or other similar software is required.
- Familiarity with nonprofits and/or membership best practices and techniques is an asset but not required.
- The ability to work from home, in the VBGA office and at the Visitor Centre and meet daily, weekly, and monthly deadlines consistently is required.

General

- 21-hour work week working Tuesday to Friday – core hours are 10am-3pm. Flexibility in working hours and periodic weekend/evening work may be required.
- Due to COVID, the successful candidate will work from home, in the office and in the VanDusen Botanical Garden Visitor Centre providing customer service to members and the general public.
- \$24.725/hour, 3 weeks vacation. The position is primarily non-physical.
- Start date: mid February 2021

How to apply

Submit your resume and cover letter by end of day Monday, January 18, 2021 to Janene Preston, Director of Membership Services at jpreston@vandusen.org

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