



Member Services Associate

May 2022

Vancouver Botanical Gardens Association (VBGA), joint operating partner of VanDusen Botanical Garden and Bloedel Conservatory with the Vancouver Park Board, is seeking a Member Services Associate to further our mission to engage people in the importance of biodiversity to our lives, and to foster a lifelong love of plants and gardens.

Job Description:

Reporting to the Assistant Manager of Membership Services, the Member Services Associate supports the Association's Membership Program and Philanthropy Department and is the first point of contact for current, renewing, and potential new members and donors to the Association at VanDusen Botanical Garden. The Member Services Associate processes membership and donation transactions and provides customer service at VanDusen Botanical Garden.

Responsibilities:

- Working at the Visitor Centre Information/Membership desk at VanDusen Botanical Garden, the Member Services Associate processes membership and donation 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 and donations in an efficient, accurate and friendly manner including debit and credit card transactions.
- Monitors membership email inbox and responds to Member inquiries.
- Remains knowledgeable of current Association and Park Board promotions and events.
- Collaborates/works with 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 Membership Team Meetings each year.
- Supports opportunities for Members to connect and contribute in meaningful ways to VBGA's philanthropic efforts in collaboration with the Philanthropy team.
- Completes administrative tasks for the Membership and Philanthropy Teams and other duties as assigned by the Director of Philanthropy, Manager of Membership Services and Assistant Manager of Membership Services.

Qualifications:

- Excellent written and oral 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.
- 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 including exceptional 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.
- This position does require standing for long periods, especially during busy times.

Requirements:

- Required part-time, availability to work a minimum of 1-3 shifts (4-7 hours per shift) per week 7 days a week including statutory holidays.
- Shifts are scheduled for the morning, afternoon or full day
- Commitment for a minimum of 12 months.
- 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.
- Proof of vaccination
- Start date: May 2022.

Applications will be considered as they are received. To apply, submit your resume and cover letter by **May 26** to: Kelsey Johnson, Manager of Membership Services kjohnson@vandusen.org

Thank you in advance for your interest. Only candidates selected for an interview will be contacted.