

Member Service Associate

Vancouver Botanical Gardens Association (VBGA) is seeking friendly, outgoing, and dedicated candidates with excellent attention to detail and a strong service orientation. Come and work with us in the award-winning Visitor Centre at VanDusen Botanical Garden—a 55-acre green oasis in the heart of the city. You'll not only be engaging with members and visitors and providing exceptional service, but also helping to further our mission *to connect more people to plants and protect biodiversity for generations to come*.

Job Description:

Reporting to the Assistant Manager, Membership, the Member Service Associate (MSA) supports the VBGA's Membership program by being the first point of contact for current, renewing, and potential new members to the VBGA. The MSA processes membership transactions, responds to general inquiries, and provides exceptional customer service to members and visitors at VanDusen Botanical Garden.

Responsibilities:

- Working at the Membership Desk in the Visitor Centre 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.
- Ensures that member information is entered and updated accurately into the membership system.
- 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 phone line and email inbox and responds to member inquiries.
- Remains knowledgeable of current VBGA and Park Board promotions and events.
- Collaborates/works with VBGA volunteers and Park Board staff in the Visitor Centre to ensure a trusting and respectful relationship with members and visitors to the Gardens.
- Recognizes and monitors security issues.
- Completes administrative tasks and other duties as assigned by the Membership managers.

Qualifications:

- Excellent interpersonal, written, and oral communication skills including ability to effectively communicate with individuals, including the general public, team members, and volunteers.
- Excellent knowledge of sales principles, experience with retail transactions, and providing excellent customer service including exceptional communications skills, patience, adaptability, initiative, integrity, and trustworthiness.
- Ability to think on your feet; comfortable working under pressure in fast-paced environment while maintaining a positive attitude and high level of customer service.

- Excellent data entry skills with experience entering info into databases or computer systems.
- Knowledge and use of ActiveNet is an asset but not required.
- Strong attention to detail and accuracy is required along with being well organized.
- Works well independently, as well as collaboratively in a multi-generational team.
- Customer service experience in tourism or retail, at a cultural attraction, or in a similar role or industry is an asset, but not required.
- This position requires standing for long periods, especially during our busiest times.

Requirements:

- This is a 6-month seasonal, temporary position for March – August with the opportunity to become an annual part-time position.
- Must be available to work part-time for a minimum of 1 to 4 shifts (4-7 hours per shift) per week, 7 days a week including weekends and statutory holidays.
- Shifts are scheduled for the morning, afternoon, or full day.
- Minimum commitment is 6 months (March to August, 2023).
- A VBGA shirt, vest or jacket must be worn at all times during a shift. The VBGA shirt is provided to employee upon acceptance of an offer.
- Start date: mid-March, 2023

The VBGA is committed to employment equity and diversity and encourages applications from all qualified candidates, including people of any sexual orientation, gender identity, or gender expression; Indigenous peoples; visible minorities and racialized people; and people with disabilities.

To apply, please email your resume and cover letter by end of day, **Friday, February 24, 2023** to: Susie Poulsen, Senior Manager, Membership at spoulsen@vandusen.org.

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

About Vancouver Botanical Gardens Association (VBGA)

The Vancouver Botanical Gardens Association (VBGA) and Vancouver Board of Parks and Recreation (Park Board) are joint operating partners of VanDusen Botanical Garden and Bloedel Conservatory. VBGA is a charitable not-for-profit organization that provides a membership program; educational programs and classes; nature classes and camps for kids; volunteer programs; Indigenous initiatives; research fellowships; and fundraising to help *connect more people to plants and protect biodiversity for generations to come.*

The Vancouver Botanical Gardens Association (VBGA) acknowledges that VanDusen Botanical Garden and Bloedel Conservatory are located on the unceded Ancestral shared lands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations. We are honoured to be on the lands where these Nations have lived since time immemorial, and where they continue to maintain stewardship and live in balance with nature. Our work of promoting environmental sustainability and stewardship would not be possible without Indigenous perspectives and knowledge.