

Membership Specialist

Position Description

The Tucson Botanical Gardens (TBG) is a 5½ acre public garden located in the heart of Tucson. The Gardens, former property of the historic Tucson Porter family, is now home to 17 different display gardens, the Cox Butterfly & Orchid Pavilion, an outdoor garden railway, two gallery spaces, a unique gift shop, and Edna's Eatery.

Rated as one of the top attractions in the City of Tucson, the Tucson Botanical Gardens was also named by the Canada Garden Tourism Council as One of the Top 10 Public Gardens in North America to visit. With over 5,000 household memberships and visitation of over 100,000 guests each year, the Gardens is seeking an enthusiastic new team member to be part of a growing and thriving public garden!

POSITION: Non-Exempt, Part-Time hourly up to 20 hours per week

PURPOSE: Accurately execute protocols related to membership benefit fulfillment, donation acknowledgement, and donor recognition. This includes but is not limited to printing membership cards and sending donor acknowledgement/thank you letters. Help maintain the accuracy of the CRM database via interaction documentation, record correction, and regular data auditing. Assist visitors and members with donations, memberships, and admissions over the phone, email, and in-person.

DUTIES AND RESPONSIBILITIES:

1. Accurately and thoroughly enter donations and memberships into our CRM database
2. Assist customers and members in all transactions via phone, email, or in-person: purchases, refunds, or donations
3. Be aware of and knowledgeable about current and upcoming exhibits and events at the Gardens
4. Be aware of and knowledgeable about all aspects of Gardens' membership levels, programs, and policies
5. Maintain accuracy of CRM database names, contacts, and gift recognition via report running, record correction, and best data auditing practices
6. Maintain email marketing service email lists
7. Accurately follow protocols for membership and donation materials and communications processing and printing
8. Help implement direct-mail and digital marketing and fundraising campaigns
9. Communicate and coordinate with other staff to ensure accurate donor/sponsor recognition, to ensure membership benefits are received, and to maintain consistent messaging
10. Maintain organization of digital and physical files
11. Maintain stocks of supplies for membership benefit fulfillment
12. Help coordinate and implement membership programming and communications
13. Provide support for membership and fundraising events as assigned
14. Perform other duties as assigned in keeping with the growth and responsibilities of the position
15. Cross-train in all membership and development program areas and provide support where needed

DEPARTMENT: Administration

REPORTS TO: Development and Membership Manager

POSITION REQUIREMENTS: High school diploma or equivalent. Two years' experience in customer service roles with strong customer service skills required. Two years' proficient experience with Microsoft Office with an emphasis in Excel and Word. Minimum of one-year experience using a CRM or other data aggregation software required. Attention to detail, strong organizational abilities and excellent oral and written communication skills are required.

PREFERRED REQUIREMENTS: Two years of college or equivalent. Blackbaud Altru software experiences. Well-versed and comfortable with technology and logic-based problem solving preferred.

Signature

Date

Interested parties should send a letter of interest with a resume to humanresources@tucsonbotanical.org. The position is 20 hours a week with a starting salary of \$15 per hour.