

Membership Coordinator

Lewis Ginter Botanical Garden ◊ 1800 Lakeside Avenue ◊ Richmond, VA 23228 ◊ 804-262-9887

Direct Supervisor:	Database Manager, Victoria Nye		
Department/Group:	Advancement	Job Category: (E or NE)	Nonexempt (NE)
Location:	Henrico, VA	Travel Required:	No
Level/Salary Range:		Job Code/ Req#:	
Contact:	Victoria Nye victorian@lewisginter.org	Position Type: (FT / PT)	Full Time
Date posted:		Posting Expires:	Open until filled

GARDEN OVERVIEW:

Lewis Ginter Botanical Garden was founded in 1984 as a community oriented, non-profit garden. The Garden has 82 total acres, with 35 acres under intense cultivation, 4 lakes, and 13 distinct outdoor gardens including a Children’s Garden, a conservatory, facility rental and dining spaces, 65 FTE staff, 580+ volunteers and over 340,000 visitors annually. **Our mission is connecting plants and people to improve our community.** In inviting, serving and teaching our entire community, we hope to model best practices throughout the scope of our mission-related activities and auxiliary business enterprises. We pattern ourselves on extraordinary programs and institutions nationwide, and where there are no examples, we intend to lead. In this year’s \$6.1M budget, \$1.4M is derived from annual giving, sponsorship, restricted and unrestricted grants, gifts and net proceeds from fundraising events. The Garden is embarking on a series of strategic initiatives that entail raising \$20M in capital construction projects over the next 5+ years, increasing contributions to the \$21.4M endowment, and methodically elevating annual support to the organization as a percentage of budget even as that budget expands.

JOB DESCRIPTION:

The **Membership Coordinator** is responsible for the day-to-day operations of the Membership office, within the Office of Advancement. The coordinator will be responsible for accurate and timely constituent data entry, processing memberships and gifts in The Raiser’s Edge database received through multiple channels, producing donor receipts and acknowledgements, and providing exemplary customer support in a fast-paced environment.

In addition to customer service and processing responsibilities, the Membership Coordinator will produce regular reports relevant to membership operations and will provide thoughtful, well researched recommendations for improvements to processes, policies, and data management. S/he will support Annual Fund and Stewardship strategies to increase overall memberships, strengthen members’ affiliation with the Garden, and encourage members to engage at higher membership levels.

The Membership Coordinator must have sharp attention to detail, the ability to handle sensitive and confidential information with discretion, possess keen problem-solving skills, and have the demonstrated ability to work efficiently within a team in productive and collaborative ways.

A good sense of humor, as well as interest in furthering his/her knowledge of data systems, IRS rules and regulations, and industry best practices is preferred.

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EACH EMPLOYEE OF LEWIS GINTER:

- Must comply with provisions of the current Employee Handbook, all published personnel policies and the requirements of their individual job descriptions
- Must perform all duties in a manner consistent with a public garden serving multi-generational families, and in accordance with directed practices and procedures
- Must be aware of surroundings, and vigilant to any possible threat to the safety of visitors, volunteers, and staff or to their property and ensures all concerns are reported promptly
- Must report all mishaps, injuries and incidents immediately and ultimately in writing to supervisor(s) and to the Executive Director
- Must ensure compliance with all applicable federal and state laws and regulations
- Must perform other duties as assigned by supervisor

PHYSICAL DEMANDS/WORKING CONDITIONS:

- Must be able to work for extended periods in an office setting at a desk
- Must be able to walk the Garden's campus in most weather conditions
- Must be able to work Advancement Office Special Events including lifting up to 20 lbs. and other physical labor

Note: Duties described above, other duties and physical demands have been identified as essential.

- Professional dress required

SKILLS AND ABILITIES:

- Ability to handle sensitive and confidential information with the utmost discretion
- Excellent interpersonal, communication, and customer service skills, particularly via phone
- Ability to manage multiple concurrent priorities calmly and efficiently
- Familiarity with and adherence to fundraising best practices and strict deadlines
- Proficient working in supervised and unsupervised environments, proactively seeking tasks during slower times
- Must be detail and results oriented, well organized, patient, and kind
- Must possess a commitment to the Garden's mission and its core values (aesthetics, responsibility, innovation, honesty/integrity, hospitality)

EDUCATION AND EXPERIENCE:

- Bachelor's degree preferred
- Experience with Blackbaud's The Raiser's Edge or other comparable database preferred
- Demonstrated skill using Windows and Microsoft Office (Word, Excel, PowerPoint, etc.)
- Experience working collaboratively as part of a team, with staff and volunteers
- History of work in fast-paced, often changing environments
- Experience and demonstrated sensitivity in working with persons of various ethnic and economic backgrounds both on staff and within the community