



# MEMBERSHIP SERVICES COORDINATOR

<b>Direct Supervisor:</b>	Associate Director of Advancement		
<b>Department:</b>	Advancement	<b>Job Category:</b>	Non-exempt
<b>Location:</b>	Richmond, VA	<b>Travel Required:</b>	Local
<b>Level/Salary Range:</b>	Commensurate with experience	<b>Exempt/Non-exempt:</b>	Non-Exempt
<b>Contact:</b>	hr@lewisginter.org	<b>Position Type:</b>	Full Time
<b>Date Posted:</b>	March 25, 2021	<b>Posting Expires:</b>	Until Filled

## **Garden Overview**

### ***Mission***

Lewis Ginter Botanical Garden’s mission is connecting people through plants to improve communities.

### ***Vision***

Lewis Ginter Botanical Garden, including the Lewis Ginter Nature Reserve, reveals the unity and integration of human and plant life, celebrates the fundamental significance of the natural world, and enriches communities through horticultural and educational excellence and innovative outreach activities.

### ***Values***

Responsibility, Innovation, Integrity, Hospitality and Inspiration

Founded in 1984, Lewis Ginter Botanical Garden is a nonprofit garden located in Richmond, Virginia’s Lakeside neighborhood. The Garden encompasses 82 acres, four lakes, 5,500 unique taxa of plants within 15 distinct outdoor gardens, 11 major buildings including a conservatory and greenhouse, plus an 80-acre branch site, the Lewis Ginter Nature Reserve. Annually, Lewis Ginter engages over 17,000 students in innovative and exciting education programs. This cadre of identified learners is just a fraction of the more than 400,000 annual visitors to the Garden. In recent years, the Garden has been honored with inclusion in several top ten lists for botanical gardens in North America.

Lewis Ginter Botanical Garden is an Equal Opportunity Employer. We do not discriminate on the grounds of race, color, religion, sex, age, disability or national origin in the hiring, retention, or promotion of employees. We support the diversity and inclusion policy adopted by The American Public Gardens Association: to create an equitable, diverse and inclusive culture where the contributions of all community members are valued, respected and appreciated.

## **Job Description**

The Membership Services Coordinator's primary function is to provide operational support for the Membership office. Duties include but are not limited to membership processing, preparing member mailings, managing technology for the Membership team, customer service and maintaining database accuracy. Strong technical skills are a must.

## **Responsibilities**

- Accurate and efficient processing of memberships.
  - Strong capacity to use and troubleshoot POS and donor software systems.
  - Enter, update and maintain constituent and gift data in donor database.
  - Execute and monitor established data transfers between POS and donor software and promptly report any exceptions or issues.
  - Process membership purchases, receipts, cards and donor acknowledgment letters using POS and donor databases in a timely manner with close attention to detail.
  - Accurately pull mailing and email lists monthly for membership renewals.
  - Maintain accuracy of biographic and demographic data for members, donors, organizations and other constituencies in accordance with data entry policies and procedures.
  - Periodic data auditing and/or cleanup projects.
  - Conduct research to update contact information, identify deceased constituents and locate other pertinent information using web-based resources.
- Work collaboratively within Advancement and across organizational departments.
  - Cross-train with Advancement Services to gain knowledge of reporting and financial reconciliation processes with the Garden's Finance Department.
  - Embrace the Garden's commitment to excellence, willingly and cheerfully integrating work with the efforts of all other departments.
- Deliver a positive guest experience for all members, donors and constituents.
  - Ensure guests have a positive impression of the Garden and staff.
  - Provide outstanding customer service to potential and current members of the Garden.

## **Skills and Abilities**

- Must be a well-organized, proactive, seasoned, successful, intelligent, intuitive and empathetic person.
- Must communicate clearly, effectively and comfortably in written and spoken word with guests, members, staff, Board, volunteers and vendors.
- Must adhere to the highest standards of confidentiality and best practice for development professionals.
- Must actively participate in the creation of long-range plans.
- Must be goal-oriented, yet flexible and adaptable to the ever-changing requirements of our guests.
- Must possess a commitment to the Garden's mission and its core values, particularly honesty and integrity.
- Must be a positive and motivating presence who embraces change and challenge.

## **Employees of Lewis Ginter Botanical Garden**

- 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 multigenerational and multicultural individuals, families, and in accordance with directed practices and procedures.
- Must be aware of surroundings and vigilant to threats to the safety of visitors, volunteers, and staff or to security of their property, ensuring that all concerns are reported promptly.
- Must report all injuries and incidents immediately and ultimately in writing to supervisor(s) and to Human Resources.

- Must ensure compliance with all applicable federal and state laws and regulations.
- Must perform other duties as assigned by supervisor.

### **Physical Demands / Working Conditions**

- Prolonged periods of time in an office setting at a desk.
- Ability to walk the Garden's campus in most weather conditions.
- Ability to work Advancement Office Special Events including lifting up to 20lbs and other physical labor.
- The position requires familiarity with all public areas of the 82-acre Garden property.  
*Note: Duties described above, other duties and physical demands have been identified as essential functions as required by the Americans with Disabilities Act.*

### **Education and Experience**

**Preferred:** Bachelor's or Associate's degree.

**Required:**

- Excellent organizational skills, attention to detail.
- Ability to be self-motivated and disciplined.
- Computer literate in a Windows environment, including demonstrated capacity to work with POS software systems, TAM and Blackbaud (preferred) or other similar databases.
- Minimum of two (2) years professional experience in fundraising or data processing required, preferably in a nonprofit setting.
- Other combinations of education/experience appropriate to the job will be considered.

Please submit a cover letter and resume to [hr@lewisginter.org](mailto:hr@lewisginter.org).