Santa Fe Botanical Garden

JOB DESCRIPTION

Job Title: Membership Manager
Pay Rate: $20.00/hour

FLSA Classification: Non-exempt
Part Time: ☒ Full Time: ☐

Supervision Received: Works under the supervision of the Director of Development

Supervision Exercised: Works with volunteers for member mailings

Job Summary:

The Membership Manager, under the supervision of the Director of Development, is responsible for:

- Accurately entering membership data into the Garden’s database (Blackbaud/Altru) ensuring that all memberships are coded correctly according to level, amount, and any reporting requirements that may apply.
- Organizing and maintaining the digital asset management system (Dropbox).
- Running basic to complex queries from the database to successfully execute monthly renewals.
- Producing monthly renewal and acknowledgement letters, ensuring that they are accurate and in keeping with the acknowledgment policy; produce other members’ correspondence as necessary.
- Processing all membership payments ensuring that they are accurate.
- Printing and overseeing the timely mailing of membership cards.
- Maintaining the integrity of the membership database, making demographic, constituency, and other updates as necessary.
- Generating membership reports as required.
- Answering membership phone calls in a friendly and hospitable manner.

This is a part-time, non-exempt position that will require 20 hours per week commitment. This is a primarily in-office position; remote work is possible with Supervisor approval.

Essential Responsibilities:

- See above

Additional Responsibilities:

- Supporting the Development department in growing and retaining Garden membership through member stewardship, events (e.g., Members’ Only Mornings), and acquisition campaigns. Provide accurate information to guests in a pleasant and knowledgeable manner.

Competencies:

- Excellent written and verbal communication skills.
• Excellent computer skills.
• Excellent active listening skills.
• Must be self-motivated and disciplined, and able to meet deadlines.
• Must adhere to the highest standards of confidentiality.
• Excellent organizational skills with attention to detail.
• Excellent time management skills.
• A commitment to the mission of SFBG and its core values.
• A positive and motivating presence while embracing challenges and change.

Education Requirement

• High School Diploma required.
• College Degree preferred (Business and marketing background a plus)

Experience Requirement

• 3-5 years relevant experience in a non-profit or general business environment.
• Experience with CRM management systems (Altru a plus).

Knowledge, Skills, and Abilities: (required)
• Microsoft Word
• Google Suite
• Dropbox
• Mailchimp
• Excel

Other Requirements:

• Valid New Mexico Driver’s license.
• May be required to work weekend or evening hours or on holidays.

Physical Requirements:

• Must be able to lift up to 30 lbs.
• Must be able to walk on uneven ground and up and down steps.
• Must be able to assist with the set-up and breakdown of members’ events.
• Must be available to work varying hours, including some weekends, and occasional holidays.

Working Environment:

• Work is primarily performed in an office environment, working remotely (up to 2 days a week) is possible with supervisor’s approval.
• Working outdoors is required for special events.

Equal Employment Opportunity:

The Garden is committed to Equal Employment Opportunity. It is our policy to encourage and support equal employment opportunity for all associates and applicants without regard to gender, age, race, color, creed, religion, national origin, ancestry, citizenship, sexual preference or orientation, gender identity, spousal affiliation, marital status, military/veteran status, handicap or disability or membership in any other protected group.
Americans With Disabilities Act:

Applicants as well as employees who are, or become, disabled must be able to perform the essential job functions either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

To Apply:

Please send your resume and cover letter as attachments via email to hr@santafebotanicalgarden.org and include “Membership Manager” in the email subject line. Applications will be reviewed beginning December 4th until the position is filled.

The Santa Fe Botanical Garden celebrates, cultivates and conserves the rich botanical heritage and biodiversity of our region. In partnership with nature, we demonstrate our commitment through education, science, conservation, community service, presentation of the arts, and the sustainable management of our public garden. For more information, visit us online at santafebotanicalgarden.org.