



FREDERIK MEIJER Gardens & Sculpture Park

JOB POSTING – MEMBER EXPERIENCE COORDINATOR

Department: Membership

Supervisor: Membership Manager

Pay Type: Full time, Hourly, Non-Exempt

Date Posted: December 10, 2021

Application Deadline: December 31, 2021

Position Summary: Plan and implement a minimum of 19 member experiences per year including Society and General Member exhibition openings, member holiday parties, an annual dinner, and annual Celebrate Grandparents event; research and suggest new or reimagined event formats/benefits; input membership-related data, track and record budget expenditures.

Essential Functions:

Event Planning

- With other departments, select event dates and schedules rooms/areas in which to stage events, plan menus and beverage service, coordinate event set-up
- Collect RSVPs and enter in database, prepare registration lists and nametags
- With Volunteer Manager, recruit and schedule volunteers to assist pre, during and post event
- Implement plans on event days
- Follow themes established by Sculpture & Exhibitions department when possible
- Work with Education and Sculpture & Exhibitions departments to create art activities for appropriate events
- Draft text for save-the-date notices, invitations and reminders and ensure information is disseminated to the Communications department and invitees in a timely manner
- Research entertainment and process performance contracts
- Prepare mailing lists (USPS and email) for invitations for all member events
- Assist Membership Manager and Director of Philanthropy & Membership in tracking budget expenditures
- Embrace technology by using event planning tools
- Provide post-event reports including income generation and attendance to Director of Philanthropy & Membership, Membership Manager, and Finance Department

Member Experience

- Research membership programs at other organizations in order to assess Meijer Gardens' benefits and events
- Work with available technology to find efficiencies for guest experience
- Participate in occasional off-site events such as the annual Home & Garden Show

Membership Processing

- Open mail and process membership payments by accurately inputting member biographical, contact and membership information along with applicable gift information
- Provide excellent customer service in person, by phone and through email. Respond to general membership concerns including replacement card requests, payment refunds, renewals, upgrades and new memberships. Document correspondence in member records for future reference.

Expected Functions:

- Adhere to and embrace established Membership Department strategic plan, process and procedures
- Assist Membership/Philanthropy team with special fundraising events
- Other duties as assigned by supervisor

Organizational Expectations:

- Embrace and adhere to Meijer Gardens' mission, brand statement, operating model, policies, procedures, and guiding principles with a strong emphasis on professional behavior and the treatment of others with dignity and respect
- Embrace the fact that we are a non-profit institution that serves the public and that you will work with a broad and diverse group of employees, volunteers, members and guests

Education and/or qualifications preferred:

Education: Bachelor's degree or any combination of equivalent education, training, and work experience

Experience: Experience using Raiser's Edge, ACME Technologies, Tripleseat/AllSeated software desired but not required.

Skills: Ability to multi-task and be flexible with changing projects, provide excellent customer service, accurate attention to detail, ability to keep confidences, work as part of a team, ability to prioritize tasks and effective time management skills, demonstrate consistency and reliability

Working Conditions: Regular office environment with ability to sit or stand for extended periods of time, ability to communicate on the telephone; assignment to off-shift duties for a minimum of 19 member events and 2 fundraising events (with prior notification). Requires ability to operate computer and other office equipment, plus mobility in office, ground and exhibition areas. Ability to lift up to 10 pounds frequently and up to 25 pounds occasionally.

Apply online at <http://www.meijergardens.org/contact/careers/> or send your cover letter and resume to hr@meijergardens.org.

Frederik Meijer Gardens & Sculpture Park is an Equal Opportunity Employer.

As part of our onboarding process, all new hires are required to complete our background check and drug screen process, which tests for amphetamines, cocaine, opiates, and phencyclidine.

Frederik Meijer Gardens & Sculpture Park promotes the enjoyment, understanding, and appreciation of gardens, sculpture, the natural environment, and the arts.