



FREDERIK MEIJER Gardens & Sculpture Park

JOB POSTING – MEMBERSHIP ASSISTANT

Department: Membership

Supervisor: Membership Manager

Pay Type: Part-time <25 hrs/wk, Hourly, Non-Exempt

Date Posted: September 14, 2021

Position Summary: Assists Membership Department with data entry and customer service (in person, phone calls and email). Additional responsibilities include processing returned mail and entry of membership expense data.

Essential Functions:

- Answer general membership phone line to assist members with various questions including membership status, new membership purchases, renewals, replacement card requests and exhibition & events details. If necessary, document correspondence in member records for future reference.
- Monitor voicemail and records message details on spreadsheet.
- Respond to general membership emails, forwarding to appropriate department, if the question is outside of a membership question.
- Complete membership batches imported from ACME Technologies by adding appeal information and ensuring accuracy of membership information.
- Assist with entry of membership applications that come in through the mail and over the phone by accurately inputting member biographical, contact and membership information along with applicable gift information.
- Export reports from membership database for accounting purposes to verify membership data entry
- Assist with entering RSVPs for member events in either Raiser's Edge or ACME Technologies.
- Process and track returned mail. Correct membership records when updated information is provided.
- Provide Communications Department with list of members opting to receive member eblasts.
- Assist Membership Manager with tracking of membership expenses.

Expected Functions:

- Adhere to and embrace established Membership Department strategic plan, process and procedures
- Assist Philanthropy/Membership 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 treating others with dignity and respect
- Embrace the fact 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: Associate's degree or any combination of equivalent education, training, and work experience

Experience: Experience using Microsoft Excel & Outlook, Raiser's Edge, ACME Technologies, 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; occasional assignment to off-shift duties (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. Willing to work flexible schedule adjusting for heavier workload seasonally.

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.

All candidates are required to submit to our background and drug screening process.

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