



FREDERIK MEIJER Gardens & Sculpture Park

JOB POSTING – MEMBERSHIP PROJECT ASSOCIATE

Department: Membership

Supervisor: Membership Manager

Pay Type: Seasonal, Hourly, Full-time, Non-Exempt

Date Posted: February 10, 2022

Position Summary: The Membership Project Associate assists with member event logistics and implementation for twelve events. They also handle phone calls, emails, membership data entry, and membership fulfillment. This seasonal opportunity occurs from March 14 through August 12, 2022

Essential Functions:

- 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
- Assists with event plan implementation on event dates
- Provide excellent customer service in person, by phone and through email
- Respond to general member questions including replacement card requests, renewals, upgrades and new memberships
- Fills out Membership Application/Gift Membership Application forms
- Assists with mailing membership cards and sending digital membership cards
- Opens mail and dates contents
- Ability to maintain confidentiality
- Ability to work in a fast-paced environment
- 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 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: High school graduate

Experience: Donor/member database experience helpful but not required

Skills/Knowledge/Licenses: Good grammatical skills; patience; exceptional guest service skills - friendly voice and demeanor on phone; detail oriented

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, grounds, 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.