Position Title: Membership and Database Associate
Reports To: Assistant Director and Membership Manager
Works with: Membership Manager, Visitor’s Center staff and administrative staff
Job Category: Full-time, Non-exempt
Salary: $16/hour; excellent benefits

JOB DESCRIPTION

Boyce Thompson Arboretum seeks an experienced and energetic Membership and Database Associate to provide support to the Membership Manager and Membership Office. They will have strong organizational and computer skills and the ability to work with a wide range of people and personalities. The ideal candidate must be self-motivated, professional, and capable of managing their work and prioritizing tasks in a fast-paced environment.

DUTIES AND RESPONSIBILITIES

- Assist Membership Manager with data entry and fully processing memberships
- Membership sales, processing and printing in membership office
- BTA Member relations, including verbal and written communications
- Run regular reports and processes to maintain accurate information in CRM software
- Maintain operations and repairs of copiers, printers, computers and credit card machines
- Maintain organization of Membership Office and inventory of supplies
- Customer service support for general visitors, tour and special event attendees
- Answer incoming phone calls and field visitor and member inquires

KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent interpersonal and customer service skills
- Excellent attention to detail and written communication skills
- Excellent computer skills: MS Office
- Experience with Blackbaud Altru or Raiser’s Edge a plus
- Ability to work in a challenging, fast-paced environment
- Ability to demonstrate initiative, establish priorities, and meet deadlines
- Ability to work flexible schedule including weekends and holidays
- Must have valid AZ Driver’s License

EDUCATION AND EXPERIENCE

- High school degree or equivalent
- 2+ years’ experience in an administrative and/or customer service based position

Boyce Thompson Arboretum (BTA), is the largest and oldest botanical garden in the state of Arizona. BTA is an equal opportunity employer. www.btarboretum.org

Please submit resume, with cover letter to the Assistant Director, Shelbi Storms.
shelbi.storms@btarboretum.org

BTA Membership and Database Associate—October 2021