

OLBRICH BOTANICAL GARDENS

JOB TITLE: Membership & Development Associate

Reports to: Director of Development & Membership

PURPOSE

The Membership & Development Associate serves as the lead of the membership program and primary employee for gift entry. This requires strong data entry and word processing skills, excellent communication skills and attention to detail. The Membership & Development Associate is also required to maintain strict confidentiality regarding donor and financial records and must be able to provide exceptional customer service to donors, members, volunteers, and Olbrich Botanical Gardens colleagues.

GENERAL RESPONSIBILITIES

Member Services and Processing Gifts

- Serve as the member services lead, assisting members with inquiries, providing excellent customer service.
- Receive and review new and renewing memberships. Organize for data entry and enter into donor/member database. Update member and donor records as necessary.
- Receive and review donations and gifts, sponsorships, and any additional fundraising income and coordinate with appropriate staff for proper recognition.
- Process credit card transactions.
- Use consistently coded information to record and track gifts in the donor database.
- Reconcile daily deposits with database records for accurate financial accounting.
- Serve as database lead for critical information such as updates, open cases, and any processing trends.
- Retrieve information from the database for daily reports as well as information that will be used by the Director of Development & Membership for reporting to the Board of Directors monthly and as part of the annual report for monthly and annual reports.
- Print monthly membership renewal notices and coordinate with volunteers to assemble.
- Work with Membership Ambassadors to promote membership opportunities at various events.
- Train and supervise volunteers to help with office functions.

Take the Lead on the Membership Program

- Working with the Director of Development & Membership, administer day-to-day membership program operations to attract, renew and upgrade members. Recruit members on site and at events. Take the lead to plan member appreciation and cultivation events and activities. Develop and implement direct mail campaigns, working with printers and mailers as appropriate. Produce direct mail packages for membership recruitment and renewal. Serve as lead on Membership Survey sent to all members.

Financial and Accounting

- Prepare reports weekly to compare with the Financial Coordinator reports so that anomalies between the donor database and the QuickBooks financial software are identified early.
- Provide month end reports and work with the Financial Coordinator to balance between the donor database and Quickbooks at month end.
- Provide materials such as donor lists, financial information and more to assist the outside auditors to complete the annual financial audit and the 990 tax return for the organization and the Annual Report.
- Attend the financial audit presentation prepared by the outside audit firm.

Volunteers: Assist development colleagues with volunteer supervision and training as needed.

General Administration

- Assist development colleagues with special membership promotions and prospect mailings.
- Maintain data entry manual.
- Serve as lead for segmenting of lists for appeals, events, etc. from CRM database.
- Other duties as assigned.

QUALIFICATIONS

- Strong data entry and word processing skills.
- Database experience a plus.
- Excellent communication skills.
- Ability to organize and prioritize work.
- Experience with merge documents and large mailings required.
- Ability to maintain strict confidentiality in dealing with financial records.
- Attention to detail and reliable follow-through.
- Exceptional customer service skills are necessary.

TIME COMMITMENT: 40 hours per week. Full-time, regular position.

SALARY: The expected pay for this position will be between \$32,000 - \$38,000; actual pay will be dependent upon qualifications and experience.

HOW TO APPLY: Open until filled. To apply, please email ALL of the following items to Joe Vande Slunt at jvandeslunt@cityofmadison.com, or mail to Olbrich Botanical Society, 3330 Atwood Avenue, Madison, WI 53704, ATTN: Joe Vande Slunt

1. A detailed resume.
2. A brief narrative (1 page or less preferred) outlining how your experience compares to the job duties, essential functions and qualifications for this position.
3. The completed Olbrich Botanical Society employment application, which can be downloaded by [clicking here](#).

Direct inquiries to: Joe Vande Slunt, Olbrich Botanical Society; jvandeslunt@cityofmadison.com – No phone calls, please.

ADDITIONAL INFORMATION

Prior to appointment to this position, a criminal records review will be conducted.

Olbrich Botanical Society is an equal opportunity employer and offers a competitive wage and excellent benefit package including health insurance, life insurance, disability insurance, dental and vision insurance and a 401(k).