

HOUSTON ARBORETUM & NATURE CENTER

Membership Associate Job Description

Reports To: Advancement Director

Employment Status: Full-time

About the Arboretum

Houston Arboretum & Nature Center is a nonprofit organization whose mission is *to provide education about the natural environment to people of all ages, and to protect and enhance the Arboretum as a haven and sanctuary for native plants and animals*. Located on the western edge of Memorial Park, this 155-acre urban nature sanctuary encourages visitors to slow down and enjoy the natural world. One of the first nature education facilities for children in the state of Texas, the Arboretum proudly welcomes over 10,000 school children and 600,000 visitors annually. The organization recently completed a strategic plan and will spend the next several years implementing priorities to improve access, expand educational opportunities, and create a long-term plan for sustainability and growth. Please visit our website for further information on the history, people, and programs of the Arboretum. <http://www.houstonarboretum.org/>

Position Summary

Houston Arboretum & Nature Center seeks a detail-oriented Membership Associate to manage all aspects of the Arboretum's membership program. This position will oversee acquisition, retention, stewardship, and day-to-day support for 3,000+ member households. As part of the Arboretum's Advancement Team, the Membership Associate will work in tandem with the Advancement Director, Sr. Manager of Marketing & Development, Special Events Manager, and other staff to meet the Arboretum's annual fundraising goals.

Responsibilities

- Develop and execute member acquisition, cultivation, and stewardship strategies based on Arboretum goals
- Alongside Advancement Director, plan and execute membership campaigns and events to drive membership engagement and growth
- Manage membership program budget
- Review and redesign membership packages, benefits, and pricing as needed
- Maintain member database:
 - Enter and process new memberships and renewals into existing database
 - Prepare regular reports on membership statistics, trends, and performance
 - Administer membership benefits including annual parking passes
 - Provide regular customer support, answering all member inquiries and information requests
- Conduct stewardship duties and represent the Arboretum at events to further a culture of engagement
- Oversee programming for all membership levels, including direct mail and online efforts
- Collaborate with the Special Events Manager to organize and run member-exclusive events and programs, including the Arboretum's annual fall festival, ArBOOretum
- Work with Marketing team to develop and update membership materials and brochures to communicate benefits and drive membership engagement
- Work closely with other departments, such as Education, Marketing, and Development, to integrate membership efforts with overall organizational goals
- Oversee Arboretum's Tribute Giving program and report monthly on progress toward annual goal

Qualifications

- Previous experience coordinating a membership program
- Experience developing successful cultivation and solicitation strategies
- Excellent verbal and written customer service and communication skills
- Detail oriented with a critical degree of accuracy regarding data entry and record keeping
- Familiarity with Microsoft Office suite
- Experience with customer relationship management (CRM) software
- Strong relationship building skills with staff, board, volunteers, vendors, and advancement office teams
- Ability to successfully manage multiple tasks simultaneously, paying close attention to detail
- Available to work occasional nights and weekends as needed
- 2+ years of fundraising or membership program experience
- Bachelor's degree in a related field preferred
- A passion for the mission of the Arboretum

Compensation

- Salary commensurate with experience: \$45,000 - \$48,000
- Healthcare premium 100% paid for employee
- 401(k) and company match
- HSA/FSA options
- Generous paid time off

How to Apply

- Please send resume and cover letter to Christine Mansfield, Sr. Manager of Marketing & Development, at cmansfield@houstonarboretum.org.