



# FREDERIK MEIJER Gardens & Sculpture Park

## JOB POSTING – MEMBERSHIP OFFICE ASSOCIATE

**Department:** Membership

**Supervisor:** Membership Manager

**Pay Type:** Seasonal, Hourly, Part-time, Non-Exempt

**Date Posted:** November 23, 2021

**Position Summary:** The Membership Office Associate assists the Membership Department with phone call, emails, membership data entry and membership fulfillment. This seasonal opportunity occurs through January 14, 2022 during the *University of Michigan Health-West Christmas & Holiday Traditions* exhibition.

Two positions available: First Position - Mon-Fri: 9am-1pm; Second Position - Mon-Fri: 1pm-5pm

### Essential Functions:

- Receives incoming phone calls, monitors voicemail system and returns phone calls
- Fills out Membership Application/Gift Membership Application forms
- Answers general questions about membership, events and exhibitions
- Searches for/verifies data in Membership database
- Assists with mailing membership cards and sending digital membership cards
- Opens mail and dates contents
- Assists with member event registration process
- 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](mailto: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.**