



Portland Japanese Garden seeks Full-Time Membership Manager

Position Overview

The Membership Manager is responsible for overseeing the Garden's membership program of over 18,000 individuals and projected revenue of \$750,000 in 2019, with expectations for future growth. This position is great for someone who has a passion for cultural institutions, thinks strategically, and is exceptionally organized and focused. The Membership Manager reports to the Chief External Affairs Officer.

Primary Duties

- Develop and manage strategy for Membership growth with an objective of \$750,000 in revenue for 2019
 - New member acquisition initiatives
 - Member renewal and retention management
 - Member advancement strategies
- Manage department operations
 - Oversee a staff of five regular employees with two regular direct reports
 - Work with the Chief External Affairs Officer to craft the Membership Department expense budget
 - Track and implement budget.
- Ensure exceptional customer service and a high level of member satisfaction
 - Work with the Member Services Coordinator to cultivate a professional and friendly team of two to three front-of-house Member Services personnel
 - Provide high touch care for members when issues are elevated
 - Solicit member feedback and apply learnings
- Collaborate with colleagues within the organization, ensuring that Membership initiatives are executed efficiently and correctly
 - Work with Marketing Communication team on messaging, member publications, and collateral
 - Work with Events and Operations teams to execute world-class, engaging Member events
 - Stay informed on trends and developments within the industry and report back to organization
- Other duties as assigned

Other Responsibilities

- Familiarize oneself with the organization and the Employee Handbook
- Get to know fellow staff members, developing trust, establishing credibility, encouraging teamwork, and creating an atmosphere of open, honest, two-way communication
- Maintain a high level of professionalism in manner and appearance
- Adhere to Garden Dress Code

Qualifications

- At least five years experience in nonprofit management, with a minimum of two in a membership capacity
- Bachelor's degree required
- At least two years experience with CRM and POS systems
- Supervisory experience
- Experience creating and managing budgets
- Excellent organizational skills, with the ability to prioritize competing projects
- Strong written and oral communication skills
- Excellent use of judgement with focus on positive outcomes when responding to customer complaints
- Proficient in Microsoft Office suite
- Proven track record of contributing to a positive work environment through teamwork, honest and effective communication, and respect for others' work styles and deadlines
- Valid driver's license and clean DMV record
- Personal passion for art, nature, travel and/or Japanese culture a plus

Special Requirements

- Comfortable working in an open-office environment
- Must be available for a weekly schedule that includes one traditional weekend day
- Must be able to work evenings, weekends, and some holidays
- Must be able to remain in a stationary position and/or move about the Garden for extended periods
- Ability to lift up to 20 lbs.

Compensation

- \$45,000-\$55,000 DOE
- This is a full-time, salaried position. Regular shifts are typically 8 hours (plus ½ hour lunch), 8:00am to 4:30pm. This position will split weekend coverage with the Membership Services Coordinator (required to work one weekend day).
- Benefits: health, dental, and vision insurance (premium 100% covered for employees); 401k plan (after 1 year of service, with 4% employer match); paid vacation, sick, and holiday time.

Applications

To apply, please email a resume, cover letter, and three work-related references to humanresources@japanesegarden.org, with "Membership Manager" in the subject line. Please no phone calls or hand delivered applications. Submit application materials by **Wednesday, November 28th, 2019**.

All submitted applications will be held in confidence.

Organization Overview

The Portland Japanese Garden is renowned as the most authentic and finest Japanese garden outside of Japan. The Garden has a year-round staff of 85+ FTE's and 30+ seasonal staff, supplemented by over 200 volunteers. All of our staff play a vital role in helping our visitors experience the beauty and tranquility of the garden and expand their understanding of Japanese culture.

A few of the benefits our employees enjoy include:

- Working at a beautiful, authentic Japanese garden, overlooking the city
- Incentives for alternative transportation for your commute to work
- A workplace culture that prioritizes hiring and promoting from within
- Access to the Garden for you, your family, and your friends
- The opportunity to attend a variety of cultural events
- Reciprocal access to other area attractions, such as the Lan Su Chinese Garden, Portland Art Museum, and the Oregon Zoo

The Portland Japanese Garden is proud to be an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We recruit, employ, train, compensate, and promote without regard to race, color, national origin, creed, religion, sex, gender identity, sexual orientation, marital status, parental status, disability, age, veteran status, or any other status protected by law.