

East Texas Arboretum Team Descriptions

Position: Membership and Events Coordinator **Reports To:** Executive Director

Full Time Part Time Hrs per week 40 Contractor Employee

Seasonal Full Time Start Date _____ End Date _____

Seasonal Part Time Hrs per week _____ Start Date _____ End Date _____

About the Organization:

East Texas Arboretum and Botanical Society (ETABS) is a 501(c)(3) nonprofit organization. The Arboretum is set in 104 acres of formal gardens and natural woodlands, where we educate and celebrate our community through nature. ETABS operates formal gardens, a veterans memorial, gift shop, historical exhibits, woman's building; manages volunteer support programs; offers educational programs through tours, classes, demonstrations, brochures and activities to diverse ages and audiences; and raises funds for capital projects, maintenance and improvements to the East Texas Arboretum.

Objectives:

The Membership and Events Coordinator will implement improvements to the membership program and maintain the member program at ETABS. They will also serve as the ETABS representative for private rentals and events both on and offsite.

Responsibilities:

- Maintain updated knowledge of assets specific to the arboretum.
- Provide excellent customer service and attention to detail.
- Maintain high ethical standards and professionalism.
- Multitask and prioritize as necessary to meet guest needs.
- Represent the Arboretum with integrity and dedication.
- Act as point of contact to assess and resolve all guest service issues and maintain guest relations.
- Utilize the Arboretum's membership database, registration, and sales systems to process transactions.
- Recruit new members and maintain communications to members about ETABS updates and projects using social media outlets and digital newsletters.
- Process transactions for sales of admissions, memberships, attractions, and other offerings.
- Recruit private events at offsite events such as bridal expos, and other outreach venues.
- Coordinate day-of needs for private events at the arboretum.
- Practice diligent cash handling procedures to ensure the accuracy of funds.
- Receive guest payment by cash, check, credit card, voucher, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Maintain a clean and welcoming office area for a positive and safe environment
- Other tasks as assigned by the management team

Preferred Skills and Qualifications:

- Demonstration of excellent guest services skills and service recovery knowledge.
- Basic computer skills including Windows, Microsoft Office Suite, and databases are preferred.
- Requires strong organizational and problem-solving skills, advanced written and oral communication skills, attention to detail, and ability to prioritize work and tasks.
- Requires adaptability to produce and meet deadlines in a fast-paced, multi-task and changing environment, and the ability to work as part of a team.

Position Conditions

- This position will require being stationed at a desk for much of the tasks. Break are offered to move, stand, and walk to maintain focus and health and safety standards.
- This position will require event set up including, but not limited to: setting up chairs, tables, banners, and decorations.
- Ability to pass a background check and pre-employment drug screen
- This is a 40 hours a week position that can accommodate a flexible schedule upon consideration and approval of the executive director.

Compensation

- Compensation for this position is \$30,000 annual salary with a semi-flexible work schedule.
- Bi-weekly pay periods.

Benefits

- Full-time positions are offered 10 days of PTO and/or holiday pay after a 90-day probationary period.
- A complimentary Associates Membership allows employees to bring up to 5 guests to the arboretum for free.

Team Member _____ **Date**_____

Supervisor _____ **Date**_____