



**MOUNTS
BOTANICAL
GARDEN**
OF PALM BEACH COUNTY

Position: Membership and Donor Relations Manager
Reports to: Development Officer
Status: Full-time | Non-Exempt

Position Overview

The Membership and Donor Relations Manager is responsible for all aspects of sustaining Mounts Botanical Garden's (MBG) individual membership program while implementing campaigns for acquiring new sustaining members in collaboration with the Development Officer. The Membership and Donor Relations Manager is also responsible for maximizing the retention of sustaining membership revenue through the highest levels of stewardship and engagement. Primary duties will be focused on growing the organization's membership base through recruitment of new members and retention of existing ones, management of the existing membership database, management of communications process, and execution of communication strategies/ tactics. The ability to convey the organization's value and member benefits to a wide audience through verbal and written communications is essential.

Membership and Donor Relations

- Ensures accurate and efficient day-to-day operations for all membership and external communications initiatives.
- Drives communication campaigns to members and potential members as well as external stakeholders.
- Develop, oversee and coordinate all aspects of sustaining MBG's membership program including renewal, acquisition, communications, and engagement efforts.
- Develops and directs strategies, policies and procedures driving integrated mail, on-line and telephone campaigns to acquire, upgrade, and renew members and donors.
- Maintains schedule of solicitations and cultivations, including timely delivery of strategy, creative, and data files.
- Forecasts sustaining membership revenue and tracks monthly revenue expectations against actuals. Responsible for meeting or exceeding annual membership goal of \$250,000.
- Utilizes prospect research tools to identify potential donors to increase their giving.
- Engage members promptly and professionally with excellent care and follow up.
- Development of internal and external correspondence.
- Provide administrative functions related to Development, including mailings, appeals, and fundraising support.
- Manage invitations, appeals and responses for VIP and fundraising events.
- Record donations and generate tax letters.
- Manage invitations, donations, check-in and the silent auction for the annual fundraising event.
- Work with organization staff to develop new or revise existing content particularly in the programs and member sections of the website.
- Provide customer service & support for all members & potential members.

- Daily correspondence with members and potential members via email, telephone & internet and in person.
- Manage routine membership and financial reporting.
- Identify and implement new solutions for member management and improving member experience.
- Manage member communication via email, postal lists, and campaigns.
- Manage online and print marketing efforts to acquire, retain, cultivate and upgrade members.
- Regularly review and provide updates for the external publications including content as necessary.
- Devise and implement outreach plans for new areas of membership.

Programs

- Plan and coordinate one or more programs including fundraising, budgeting, and community outreach.
- Develop and implement programs that align with the organization's mission and support the organization's goals.
- Create program materials, establishes staffing requirements, and ensures that program achieves stated objectives.
- Responsible for special events that publicize the organization and its programs to the community.

Required Knowledge, Skills and Abilities

- Bachelor's Degree, or equivalent combination of education and experience.
- 2-4 years' experience in non-profit administration working in a membership driven organization.
- Proficiency using Microsoft Office (Word, Excel, Outlook, PowerPoint).
- Strong time-management skills.
- Must be deadline driven.
- Excellent written and verbal communication skills.
- Strong organizational skills.
- Extreme attention to detail required.
- Demonstrated ability to think creatively, explore new avenues for improvement and growth, and implement new ideas within a fast-paced working environment.

How to Apply

Email cover letter and resume or any inquiries to Debbie Treccioli, DTreccioli@pbcgov.org.
Please include "Membership & Donor Relations Manager" in subject line.

Mounts Botanical Garden of Palm Beach County is proud to be an equal opportunity employer committed to hiring a diverse and inclusive workforce. We provide equal employment opportunities to all employees and employment applicants without regard to unlawful considerations of sex, sexual orientation, gender (including gender identity and/or expression), pregnancy, race, color, creed, national or ethnic origin, citizenship status, religion, disability, marital status, age, genetic information, veteran status or any personal attribute or characteristic that is protected by applicable local, state or federal laws.