

Santa Fe Botanical Garden

JOB DESCRIPTION

Job Title: Membership and Annual Giving Associate

FLSA Classification: Non-exempt

Pay Rate: \$22.00/hour

Part Time: ☒ **Full Time:** ☐

Supervision Received: Position reports to the Assistant Director of Membership and Annual Giving.

Supervision Exercised: None.

Job Summary:

Under the general supervision of the Assistant Director of Membership and Annual Giving and in partnership with other staff as appropriate, the Membership and Annual Giving Associate supports the growth and integrity of the Garden's membership and annual giving programs. This position is responsible for accurate and timely data entry and maintenance in the Garden's CRM, including coding, reporting criteria, and overall database integrity. The Associate processes membership payments, generates acknowledgements, membership cards, and member and donor communications through Mailchimp and printed mailings, and runs queries and reports to support renewals, appeals, and data analysis. This position provides responsive assistance to members and donors, supports membership and annual giving initiatives, and assists with on- and off-site stewardship and recruitment events and outreach. The Membership and Annual Giving Associate performs all duties in service of and in commitment to the mission of the Garden.

This position is part-time, with a regular schedule of 20 hours per week.

Essential Responsibilities:

Membership:

- Enters and updates membership records in the Garden's CRM, ensuring proper coding by level, amount, and applicable reporting criteria.
- Processes membership payments in a timely and accurate manner.
- Generates and sends weekly membership acknowledgements and cards in both digital and printed formats.
- Produces and sends monthly renewal communications through Mailchimp and printed mailings, coordinating printing and mailing as needed.
- Updates a weekly event insert in Canva for inclusion with mailed membership materials, and updates event listings and hours in the footer of all weekly and monthly email communications.

Annual Giving:

- Enters and codes gift records in the CRM in coordination with the Director of Finance and assists with donation acknowledgements and tax receipts.
- Supports annual fund appeals, campaigns, and giving days through list generation, mailing coordination, and recordkeeping.
- Assists with donor stewardship communications and with sponsorship and major gift recordkeeping.

Data and Reporting:

- Runs queries and generates reports in the CRM to support acknowledgements, renewals, payment tracking, and appeals.
- Maintains the accuracy and integrity of the membership and donor database by performing regular updates to constituent records and contact information. Flags any discrepancies in membership, gift, or payment records to the Assistant Director of Membership and Annual Giving and the Director of Finance.

Member and Donor Engagement:

- Provides friendly, accurate, and professional responses to membership and donor inquiries received in person, by phone and email.
- Supports membership and annual giving growth efforts through targeted communications and data tracking, and assists with on- and off-site stewardship and recruitment events and outreach.

Additional Responsibilities:

- Maintains and enhances professional knowledge and competencies in accordance with the Garden's Professional Development SOP, including participation in approved conferences, seminars, certification programs, and other continuing education activities aligned with role responsibilities and organizational priorities.
- Attends Garden-sponsored events as appropriate.
- Represents the Garden to members, donors, and the public.
- Other duties as assigned by the Assistant Director of Membership and Annual Giving.

Competencies:

- Exceptional interpersonal, written, and verbal communication skills.
- Strong organizational and analytical skills, with accuracy and attention to detail.
- Ability to manage multiple priorities and deadlines simultaneously.
- Sound judgment and discretion in handling confidential member, donor, and financial information.
- Self-motivated, with the ability to troubleshoot and work with minimal supervision.
- Adaptable to the needs of the organization and its constituents, with a positive presence.
- Ability to establish and maintain effective relationships with co-workers and supervisors.
- Flexibility, integrity, and the highest degree of professionalism.

Education Requirement:

- Bachelor's degree in a related field; an equivalent combination of education and experience will be considered.

Experience Requirement:

- Minimum 2 years of relevant experience in a nonprofit or general business environment.
- Familiarity with membership, donor database, or customer service operations.

Knowledge, Skills, and Abilities:

Required:

- Proficiency with Microsoft Office, Google Workspace, Mailchimp, Canva, and working knowledge of a CRM (Altru preferred).

Preferred:

- Experience with donor or membership database administration.
- Bilingual or multilingual skills.
- Knowledge of horticulture, botany, and/or botanical gardens.

Special Requirements:

- Valid New Mexico Driver's license.
- May be required to work weekend or evening hours, and occasionally on holidays.
- Ability to successfully pass a criminal background check.

Physical Requirements:

- Must be able to walk on uneven terrain and navigate stairs.
- Must be able to lift and carry materials up to 35 lbs.
- Must be able to stand, bend, and lift for extended periods during event setup and takedown.

Working Environment:

- Work is performed in an office environment.
- Some outdoor and evening work in the Garden for special events.

Equal Employment Opportunity:

The Garden is committed to Equal Employment Opportunity. It is our policy to encourage and support equal employment opportunity for all associates and applicants without regard to gender, age, race, color, creed, religion, national origin, ancestry, citizenship, sexual orientation, gender identity, spousal affiliation, marital status, military/veteran status, handicap or disability or membership in any other protected group.

Americans With Disabilities Act:

Applicants as well as employees who are, or become, disabled must be able to perform the essential job functions either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

To Apply:

Please send your resume and cover letter as attachments via email to jobs@santafebotanicalgarden.org and include position title in the email subject line.

Applications will be reviewed **immediately** until the position is filled.

Our Mission: The Santa Fe Botanical Garden celebrates, cultivates and conserves the rich botanical heritage and biodiversity of our region. In partnership with nature, we demonstrate our commitment through education, science, conservation, community service, presentation of the arts, and the sustainable management of our public garden.

For more information, visit us online at <https://visitsfbg.org/staff/>.