



## Job Posting: Membership Manager

July 2025

### Organization Overview

The Vancouver Botanical Gardens Association (VBGA) and Vancouver Board of Parks and Recreation (Park Board) are joint operating partners of VanDusen Botanical Garden and Bloedel Conservatory. The VBGA is a charitable organization that offers membership, education, volunteer, and fundraising programs to support the Gardens, and fulfills our mission to inspire generations to conserve, protect, and enhance the natural world.

### Position Overview

We are seeking a dynamic and relationship-driven Membership Manager to oversee the sales and services supporting the VBGA's Garden membership program. In this role, you'll be responsible for planning, management, and front-line operations. The Membership Manager leads a team of Garden Ambassador staff and supervises the Garden Host volunteers. To learn more about our organization, visit our [website!](#)

### What We Offer

- Permanent position
- Annual salary \$55,000 - \$65,000 commensurate with experience
- Comprehensive benefits package
- RRSP matching program
- Paid vacation, and paid time off during office closure Dec 25<sup>th</sup>- Jan 1st
- Office located within 55-acre botanical garden
- Opportunities for professional development
- Supportive work culture

## Responsibilities

- Recruit, train, and lead a team of Garden Ambassadors and Garden Host volunteers in the daily operation and delivery of exceptional sales and service. This includes performance coaching, scheduling, and approval of timesheets.
- Lead the front-of-house team in delivering exceptional guest experiences through direct, face-to-face engagement, ensuring every visitor feels welcomed, valued, and supported from arrival to departure.
- Maintain an engaging and welcoming environment in the Discovery Room; collaborate with other VBGA departments to support their programs, including the promotion and processing of education programs and donations.
- Compile and deliver monthly membership reports for management review.
- Foster strong working relationships with VBGA volunteers and the Park Board FOH teams.
- Develop and implement retention strategies to increase member satisfaction, engagement, and long-term loyalty.
- Train Garden Ambassadors to support other VBGA department's administrative requirements.
- Sales leadership of group packages, patron membership, gift certificate promotion, and a primary focus on membership renewals.
- Ensure accurate execution of transactions, processes, and procedures using the appropriate tools and platforms.
- Maintain and audit the Membership database, including overseeing transactions, data entry, and reporting to the Finance team.
- Work collaboratively with the Park Board and VBGA Marketing and Management teams to advertise the membership program.
- Serve as the primary liaison with the Park Board for the membership system (ActiveNet database), leading efforts to streamline and enhance system functionality, develop and update procedures, and troubleshoot system errors.

## Qualifications & Experience

- Post-secondary degree, certificate, or diploma, in addition to 3 years of hospitality, membership, or retail experience.
- 3 years of leadership experience in a related field, preferably in membership, hospitality, or a retail setting.
- Professional and effective written and verbal communication skills; fluent English required.

## Skills & Competencies

- Exceptional oral and written communication skills, with the ability to connect and engage with diverse audiences.
- Strong organizational, time management, and multitasking abilities, with keen attention to detail.
- Thrives under pressure, demonstrating flexibility, creative problem-solving, and quick decision-making skills
- Technically proficient, with strong working knowledge of Microsoft Office and experience using database platforms such as Donor Perfect, Amilia, Raiser's Edge, ActiveNet, or Better Impact.
- Committed to confidentiality, with an understanding of data privacy standards; familiarity with PIPA and CASL is considered an asset.
- Outstanding interpersonal skills, with a friendly, approachable demeanor and high emotional intelligence.
- Proactive and solution-oriented, confidently contributing ideas and initiatives that support departmental and organizational goals.
- Self-motivated and mature, exercising sound judgment and capable of working independently with minimal supervision.

## Work Environment

- 35 hours a week
- Primarily onsite with flexibility for remote work as needed
- Occasional weekend or evening work required
- Free onsite parking available

**Please submit your resume and cover letter to VBGA Recruitment: [hiring@vandusen.org](mailto:hiring@vandusen.org)**

*Interviews will be conducted on a rolling basis. We appreciate the interest of all applicants, however only those considered for the position will be contacted.*

*The VBGA is committed to employment equity and diversity and encourages applications from all qualified candidates, including people of any sexual orientation, gender identity, or gender expression; Indigenous peoples; visible minorities and racialized people; and people with disabilities.*

*The Vancouver Botanical Gardens Association (VBGA) acknowledges that VanDusen Botanical Garden and Bloedel Conservatory are located on the unceded Ancestral shared lands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliwətał (Tsleil-Waututh) Nations. We are honoured to be on the lands where these Nations have lived since time immemorial, and where they continue to maintain stewardship and live in balance with nature.*