

<b>Position title:</b>	<b>Member Services Associate</b>
<b>Position Type:</b>	3-4 shifts (5-8 hours per shift) per month for min. 12 months
<b>Location:</b>	5151 Oak St., Vancouver, BC
<b>Reports directly to:</b>	Membership Manager Executive Director

**VanDusen Botanical Gardens, (55 acre garden in the heart of the City of Vancouver), and the Bloedel Conservatory (an oasis of tropical plants and birds) is jointly operated by the City of Vancouver Park Board and the Vancouver Botanical Gardens Association (VBGA).**

### Position purpose

The **Member Services Associate** supports the Membership Program and is the first point of contact for current and potential new members to VanDusen Botanical Gardens on **weekends and statutory holidays**. The Member Services Associate processes memberships and provides information regarding a variety of programs and services offered at both the VanDusen Botanical Gardens and the Bloedel Conservatory.

### Duties and responsibilities

- Working at the Visitor Centre Information/Membership desk at VanDusen Gardens, the Member Services Associate processes garden memberships and provides information on the Gardens in an exemplary manner.
- Manages the Association's member database, ensuring member information is entered and updated accurately into the City of Vancouver's ActiveNet (Parks & Recreation Management) database.
- Ensures a smooth sales process, processing paid transactions for membership and VBGA programs in an efficient, accurate and friendly manner.
- Open and close of cash sales/registers including accepting cash, cheque, debit and credit card transactions.
- Remain knowledgeable of current Association and Park Board promotions and events.
- Team with Information Desk volunteers and Park Board staff to ensure a trusting and respectful relationship with members and visitors to the Gardens.
- Recognize and monitor security issues.
- Attend bi yearly Visitor Services Team Meetings.

### Qualifications

- Excellent verbal communication skills including ability to effectively communicate with individuals.
- Excellent data entry skills with experience entering into databases or computer systems.
- Accurate attention to detail is required along with being well organized.

- Be available to work a minimum of 3-4 shifts (5-8 hours per shift) per month (weekends and statutory holidays)
- Works well independently, as well as collaboratively in a multi-generational team.
- Customer service experience at a cultural attraction, in retail or other similar work an asset but not required.
- Good knowledgeable of sales principles, experience with retail transactions, and providing excellent customer service.
- Good communications skills, patience, adaptability, initiative, integrity and trustworthiness.
- Comfortable working under pressure in a sometimes fast paced environment while maintaining a positive attitude and excellent customer service.

#### **Working conditions**

- Works shifts in the morning, afternoon or full day (weekends and statutory holidays)
  - This position does requires standing for long periods especially during busy times.
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