Job Posting: Guest Experience Lead

September, 2026

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 engagement, and fundraising programs to support the Gardens, and fulfills our mission to inspire generations to conserve, protect, and enhance the natural world.

Position Overview

The VBGA is looking for someone who loves interacting with people as much as they love plants. The Guest Experience Lead is responsible for providing an exceptional experience to visitors to the Gardens, and is the first point of contact for many general inquiries. They are able to provide warm and professional service, whether that is over the phone, via email, or in-person, and whether the inquiry is about membership, volunteering, education, or donating.

Beyond visitor experiences, the Guest Experience Lead is responsible for executing, tracking and responding to mass-communications, monthly reporting, database troubleshooting, record keeping, and using multiple CRMs to support departments across the VBGA. They are supported by a team of volunteers and part-time staff, report to the Mission Advancement Manager, and work alongside passionate staff across the VBGA and Park Board.

What We Offer

- Permanent, full-time position (35 hours per week)
- Annual salary: $48,000 - $52,000 commensurate with experience
- Comprehensive benefits package
- RRSP matching program
- 3 weeks paid vacation, increasing with length of service
- Work at a beautiful, 55-acre botanical garden

Responsibilities

- Greet, welcome, and engage with all members and visitors in a friendly, timely, and helpful manner. Create a helpful, memorable first impression and maintain an inviting atmosphere in the Discovery Room for rotating exhibits.
- Serve as the first point of contact for public inquiries via phone, email, and in-person visits. Monitor general inboxes and ensure prompt response within 24–48 hours.
- Process memberships, education registrations, donations, and volunteer inquiries. Manage customer account updates, cancellations, and payments accurately.
- Act as a subject matter expert for current and upcoming educational experiences, volunteer opportunities, and events at VanDusen and Bloedel.
- Maintain data integrity across multiple CRMs (auditing entries, processing transactions, and reconciling reports with Finance). Compile monthly membership metrics and data insights for management review.
- Foster strong working relationships with VBGA volunteers and the Park Board front-of-house teams.
- Deliver ongoing training and onboarding to keep volunteers updated on Garden initiatives.
- Ensure timely delivery of daily and monthly letters and emails to all members. Work across VBGA departments to ensure all mass communications are up-to-date and professional.

Qualifications & Experience

- 3+ years of hospitality, membership, customer-facing administration, or retail experience. Direct experience with non-profits a strong asset.
- Professional and effective written and verbal communication skills; fluent English required, additional languages are an asset.
- Strong technical proficiency with Microsoft Office 365 (Word, Excel, Outlook, Teams).
- Knowledge of communication tools such as Mailchimp or SurveyMonkey preferred.
- Comfortable using CRMs or databases, ideally with Donor Perfect, Amilia, Raiser's Edge, ActiveNet, or Better Impact.
- Post-secondary diploma or degree in a related field is considered an asset.

Skills & Competencies

- Exceptional oral and written communication skills, with the ability to connect and engage with diverse audiences. Outstanding interpersonal skills, with a friendly, approachable demeanor and high emotional intelligence.
- 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.
- Committed to confidentiality, with an understanding of data privacy standards; familiarity with PIPA and CASL is considered an asset.
- Ability to lift, transport, and set up event signage, supplies, and Discovery Room exhibit materials weighing up to 30 lbs.
- 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 per week, on-site at VanDusen Botanical Garden
- Some flexibility in work hours required due to seasonal changes in Garden hours
- Occasional weekend or evening work required
- Free onsite parking available

Please submit your resume and cover letter to VBGA Recruitment: 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 səlilwətaɬ (Tsleil-Waututh) Nations