

- Position Title:** Receptionist + Membership Assistant
- Reports To:** Director of Development
- Position Hours:** Part-time (28 hours per week)
- Position Purpose:** The purpose of the position is to support the membership and development efforts of the organization.

The Minnesota State Horticultural Society is deeply committed to diversity and inclusion in our programs and our team. Together, we are building an inclusive culture that encourages, supports, and grows through the diverse voices of our members, and community partners. We welcome applications from all who share these values and wish to contribute to our mission.

We are ready to welcome a new team member who understands that effective service and genuine connection with our constituents is the key to achieving our mission. They will enjoy working with members and the public, whether by phone, in-person, or through written or online correspondence. They will have keen attention to detail, ability to maintain and optimize detailed database reporting, and support the growth of the development and membership team goals as the organization and its constituency grows.

Primary Responsibilities

- Assist with daily customer service for all constituents by phone, email and in person
- Process mail, individual member and affiliated member joins and renewals, and membership card distribution and follow-up
- Coordinate with marketing team to update membership marketing materials
- Execute magazine subscription mailing
- Assist with monthly and year-end donor statements
- Manage inventory of all membership and fundraising collateral (blow-in cards, brochures, time-to-renew stickers, gift postcards, thank you note cards, paper membership cards, bi-monthly renewal postcards, impact reports)
- Execute membership renewal reminders, including scheduling, queries, materials and mail and email promotion.
- Coordinate with printer and mail house vendors to ensure timely delivery of membership direct mail efforts at maximum cost efficiency.
- Manage office systems, including phones and inventory
- Assists Development Director to cultivate membership and garden club relationship and renewals (promoting membership, and complimentary membership giveaways and magazine distribution at special events)
- Assists Development Director to cultivate new Discount Partner relationships and manages related renewal efforts
- Other duties as assigned

Database

- Responsible for the end-to-end input, review, and maintenance of membership data, and ensuring accuracy of data.
- Manage and collate the collection and input of data from a variety of sources including transactional, web, third party and CRM.
- Coordinate and execute data flow and mailing lists for membership communications.
- Maintain a system for campaigns, source codes and tracking results of various membership marketing efforts
- Assist Development Director with semi-monthly NeonCRM client meetings

Outreach

- Promote membership at special events, shows and the State Fair (includes physical set up and tear down)
- Assist with member and donor appreciation and fundraising events

Required Qualifications

- Strong interpersonal skills that foster positive and productive working relationships with both internal and external partners.
- Written and verbal communication skills
- Ability to organize and prioritize multiple tasks, problem solve, and exercise independent judgment.
- Proficiency with software including CRM systems, and Microsoft office (mail merge and data management). Knowledge of NeonCRM a plus.
- Planning, organizational and execution skills
- Experience working with a membership organization preferred
- Exceptional detail orientation with specific attention to data accuracy.

\$21/hour, plus access to the Minnesota State Retirement System and 8 days of paid holidays.

Apply by email to development@northerngardener.org by February 15. Applications will be reviewed on a rolling basis.

The Minnesota State Horticultural Society's offices are located in Roseville, Minnesota.