

Membership Specialist

Friends of the WNC Nature Center

February 2024



OVERVIEW

The Membership Specialist works under the direct supervision of the Membership Manager to provide a wide variety of duties to assist with retention and recruitment of the Nature Center membership program.

Duties include customer service in person and by phone, data entry and other duties as needed. This position supports fundraising events, the gift shop, or programs as needed. The employee will predominantly operate the membership office alone, and occasionally alongside another employee or volunteer.

The WNC Nature Center is open 10:00AM - 4:30PM (gates open at 9:30 for members), 7-days a week, 361 days per year. This position will generally work from 9:00AM - 5:00PM. There may be an occasional after hours event.

This is a part-time, non-exempt position. The schedule for this position is typically **Saturday and Sunday** plus an additional day each week. 2-3 days (16-24 hours) per week.

COMPENSATION:

\$20.00 per hour

Benefits include Paid time off (PTO), Retirement plan with matching benefits, and free family membership (2 adults + 4 kids) after 90-day probationary period.

ESSENTIAL RESPONSIBILITIES

The Membership Specialist has two main areas of responsibility:

- Membership Sales and Customer Service (90%)
 - Gift Shop, Event & Other Team Support (10%)
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- Greet members and sell memberships by phone and in person in the membership office
 - Process membership applications by:
 - Taking payments through POS system
 - Entering membership data into DonorPerfect (CRM)
 - Create, print and mail membership cards
 - Process payments for development programs as needed

- Answer the Friends' main phone line and answer membership email inquiries
- File all Membership forms
- Maintain Membership Logs
- Assist front desk staff with member check-in during busy times
- Provide highest level of customer service & satisfaction
- Support / cover Gift Shop staff during lunch hours or short staff days as needed
- Assist with preparation for and provide Member services during weekend events
- Assist with after-hour events as needed when available
- Assist with processing, packaging, and mailing orders of memberships, animal adoptions, and gift shop items. This may include dropping off orders or purchasing supplies at the post office.

QUALIFICATIONS

- Customer service, membership, or similar people-focused background required
- Experience working with a diverse population
- Ability to work independently
- Experience with point of sale (POS) systems strongly preferred
- Strong communications skills and attention to detail required
- Experience with Microsoft Word and Excel and G-suite programs
- Experience with database data entry
- Experience with DonorPerfect a plus
- Commitment to the mission of the Friends of WNC Nature Center required
- Ability to lift 25 pounds unassisted and sit/stand for long periods of time required
- Must have own transportation

ORGANIZATION OVERVIEW

The WNC Nature Center itself is owned and operated by the City of Asheville. The Friends is an independent nonprofit organization working in partnership with the City.

The City is responsible for Nature Center operations which include: animal care, on-site education programs, ticketed admissions, and facility maintenance. The Friends organization operates the gift shop, membership program, volunteer program, and off-site education program as well as providing fundraising and marketing.

Friends Mission:

The Friends of the WNC Nature Center is a conservation organization that inspires a passion to know more, care more, and do more for the wildlife of the Southern

Appalachian Mountains. We advance the critical work of the WNC Nature Center by supporting its growth and development through fundraising, membership, outreach education, marketing, and volunteer services.

CONTACT INFORMATION

Contact the Membership Manager at membership@wildwnc.org for more information or to submit a PDF application and cover letter.