



Portland Japanese Garden seeks Membership Fulfillment Associate

Position Overview

The Membership Fulfillment Specialist reports to the Membership Manager to provide essential administrative support to a growing membership program of over twelve thousand individuals and is responsible for accurately maintaining membership data and processing membership acknowledgments. This position will be an integral part of a close-knit team that values communication and collective problem-solving and will offer the opportunity to become an expert user of The Raiser's Edge, the non-profit industry's most widespread constituent management software. This is an excellent opportunity for someone with strong computer and database proficiency seeking to apply those skills at a vibrant world-class cultural organization.

Primary Duties

- Execute morning membership protocols, including: daily data imports from POS (TAM) to Raiser's Edge; merging duplicate accounts; logging overnight/weekend phone calls into the phone log
- Run and annotate membership batch reports
- Update membership transactions and records in donor database and process acknowledgments
- Assemble and mail membership acknowledgment packets for new and renewed memberships
- Renew staff memberships; create and distribute staff membership cards
- Produce updated email and mailing address lists for weekly and monthly Member communications
- Assist in coordination of rolling membership renewals
- Ensure adequate stock of and coordinate ordering of Membership fulfillment materials
- Supervise Garden office volunteers, as requested for administrative assistance
- Provide general telephone support to the Membership/Development Department
- Provide support at Membership and Development events as needed (occasional evening and weekend hours)
- Other duties as assigned

Other Responsibilities

- Familiarize oneself with the organization
- Get to know fellow staff members, developing trust, establishing credibility, encouraging teamwork and creating an atmosphere of open, honest, two-way communication
- Maintain a high level of professionalism in manner and appearance
- Adhere to Garden Dress Code

Qualifications

- Minimum one year of experience with data entry and processing using a complex CRM or and/or donor management software (Raiser's Edge a plus)
- Some POS experience is a plus
- Bachelor's Degree or equivalent work experience

- High level of accuracy and attention to detail in work
- Ability to work effectively in a fast-paced open-office environment
- Ability and flexibility to manage and complete shifting priorities
- Proficient in Microsoft Office Suite, including advanced competency with Excel
- Nonprofit/Membership experience is preferred

Compensation

- Fulltime (40 hours per week), non-exempt; \$15-\$16 per hour, DOE
- Benefits: comprehensive benefits package including health/dental/vision insurance, 401k, paid vacation /sick / holiday

Applications

To apply, please email a resume (no more than two pages), cover letter, and list of three references to humanresources@japanesegarden.org. Please no phone calls or hand delivered applications. Submit application materials by June 30th.

All submitted applications will be held in confidence.

Organization Overview

The Portland Japanese Garden is renowned as the most authentic and finest Japanese garden outside of Japan. Founded in 1963 and nestled in Washington Park above downtown Portland, Oregon, the Garden is one of the most important Japanese cultural institutions in North America. 400,000 visitors annually visit this national treasure and participate in its art, cultural, and educational programs. The Garden strives to provide every visitor with an inspiring experience of the beauty and tranquility of the Japanese garden art form. At the same time, the Garden is at the beginning point of engaging diverse audiences to expand their understanding of Japan and themselves. Formal and informal education and cultural programs are offered so that visitors of any background or age will find something that is personally meaningful to them. First-of-a-kind art exhibitions focused on Japanese arts, artists, and craftsmanship illuminate cross-cultural dialogue and understanding of the Japanese garden as an art form.

An expansion of educational and visitor facilities has long been needed because the Garden's original facilities were designed for 30,000 visitors/year. Internationally renowned Japanese architect Kengo Kuma has designed a Cultural Village with new educational and visitor facilities and a new entry area on SW Kingston. Garden Curator Sadafumi Uchiyama has designed new garden areas to surround the Village and entry area. Construction of this Cultural Crossing project began in September 2015 and completed April 2017. As part of this project, the Garden has also launched a comprehensive training program for Japanese garden professionals and amateurs, the Japanese Garden Training Center.

The Garden has a year-round staff of 80+ FTE's and 20+ seasonal staff supplemented by over 300 volunteers. It is an exciting time at the Portland Japanese Garden – a time to help this historic organization set the course for a successful next 50 years with expanded facilities and programs.