



Membership & Volunteer Manager

The Delaware Center for Horticulture (DCH) is seeking an energetic, motivated and people-oriented professional to serve as the organization's *Membership & Volunteer Manager*. This position is a full-time, exempt (salaried) position reporting directly to the Director of Advancement. Primary lead roles include membership programming and administration, volunteer management and coordination, and database/gift entry management. Support roles include assisting with special fundraising and donor cultivation efforts.

Key responsibilities/goals include:

- Develop and implement programs, events and campaigns to attract new members and retain existing members; develop on-boarding program for new members to engage and retain
- Oversee membership communication, renewal, recruitment, and recapture email/mailings
- Coordinate membership benefits, manage member discount program, track membership numbers monthly, and coordinate member appreciation and recruitment events
- Work with staff to create volunteer job opportunities, maintain job descriptions, and create new ones when needed.
- Recruit individuals and teams of volunteers, conduct interviews and provide orientation and training as needed
- Create and update volunteer manual; maintain volunteer database and tracking of hours
- Coordinate annual volunteer appreciation event and awards ceremony

Desired skills and qualifications

- Bachelor's degree preferred, but not required if applicable experience is demonstrated.
- Ability and experience working with diverse constituents and team members.
- Experience and familiarity with nonprofit membership programming highly desired.
- Experience, understanding and capacity to learn constituent database (CRM) navigation and reporting is required.
- Excellent public speaking and verbal communication skills required; top candidates will have a strong affinity and comfort level for interacting with DCH's members, supporters and the public.
- Strong time management and organizational skills are required aspects of managing multiple responsibilities.
- Results-oriented approach to maintaining and tracking information, metrics and statistics.
- Affinity for horticultural, gardening and/or environmental work is beneficial but not required.
- Enthusiasm, interest and appreciation for DCH's mission and organizational values are essential.

Compensation

- Established salary range for this position is \$35,000 - \$52,500, based on experience, with median (midpoint) at \$43,750.
- DCH offers a competitive benefits plan which includes health/dental/vision, health savings account, paid leave (including vacation, sick time, paid holidays and additional personal days), retirement plan and matching contributions, and supplemental employee wellness benefits



Instructions to Apply

Please send a cover letter, resume and three professional references to:

careers@thedch.org (please reference *Membership & Volunteer Manager* in email subject line)

Delaware Center for Horticulture

1810 N. Dupont St.

Wilmington, DE 19806

For information about the Delaware Center for Horticulture's mission, values and programs, please visit www.thedch.org.

Applications will be reviewed as they are received. Position open until filled. No phone calls please.

DCH is an equal-opportunity employer that is committed to diversity, equity and inclusion. DCH prohibits discrimination and harassment of any kind based on race, color, sex, religion, gender, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

DCH's policies apply to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. The Delaware Center for Horticulture makes hiring decisions based solely on qualifications, merit, and business needs at the time.

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