

JOB TITLE: Development and Membership Coordinator
REPORTS TO: Membership & Donor Services Manager
STATUS: Full-Time, Benefited, Non-Exempt, Hourly
LOCATION: Portland, Oregon
COMPENSATION: \$20.25 per hour + benefits

Lan Su Chinese Garden mission is to cultivate an oasis of tranquil beauty and harmony to inspire, engage and educate our global community in the appreciation of a richly authentic Chinese culture.

About Lan Su Chinese Garden: More than just a botanical garden, Lan Su Chinese Garden opened in 2000 through a collaboration between Portland and its sister city, Suzhou. Built by Suzhou artisans, it stands as one of the most authentic Chinese gardens outside of China. Inspired by Ming dynasty scholars' gardens, Lan Su evokes beauty, provokes thought, and offers over 500 programs annually through community partnerships. At Lan Su, we proudly embrace our mission to inspire, engage, and educate our global community in the appreciation of a richly authentic Chinese culture.

POSITION SCOPE:

The Development & Membership Coordinator supports the execution of Lan Su Chinese Garden's membership and donor services programs. This role focuses on coordination, implementation, and day-to-day support of membership activities, donor communications, and engagement efforts. The coordinator role is an execution-focused position and does not include supervisory or strategic ownership responsibilities.

Essential Responsibilities:

Donor and Membership Services:

- Lead, follow and embrace the Lan Su Vision, Mission & Values.
- Foster a welcoming and inclusive environment for all members and donors.
- Support membership acquisition, renewal, and engagement activities.
- Coordinate membership communications, mailings, and routine donor correspondence.
- Assist with planning and execution of membership and donor events.
- Serve as a frontline point of contact for member and donor inquiries.
- Maintain accurate records related to memberships and donor interactions.
- Support reporting and administrative needs as assigned.

Membership Events and Programs:

- Partner in the planning and coordination of member and donor exclusive events, including tours, lectures, workshops, and social gatherings.
- Collaborate with the programming team to develop events and activities that align with members' interests and the garden's mission.
- Ensure high-quality execution of member and donor events, providing exceptional customer service and attention to detail.

Marketing and Outreach:

- Work with the marketing team to develop membership and donor marketing materials and campaigns.

- Utilize social media, email marketing, and other digital platforms to promote membership and engage with members.
- Represent Lan Su Chinese Garden at community events and outreach activities to promote membership.

You may not have everything needed. Perhaps you have a strong combination of experience, technical, academic skills and passion in the following areas:

- Bachelor's degree in Marketing, Business, Nonprofit Management, or a related field.
- Minimum of 3 years of experience in membership management, customer service, or a related role.
- Strong interpersonal and communication skills, with the ability to build relationships with diverse audiences.
- Excellent organizational and project management skills, with attention to detail and the ability to multitask.
- Proficiency in membership management software and Microsoft Office Suite.
- Passion for cultural organizations and an understanding of the mission and values of Lan Su

For your personal well-being, the Garden offers: *(Full-time, fully benefited positions)*

- Beautiful garden environment with areas to walk and enjoy an oasis of tranquil beauty
- Employer Paid Health and Dental Insurance for employee only coverage.
- Employer-paid Group Life/ADD and short-term disability insurance.
- Vacation time accrual.
- Sick time accrual.
- One (1) Personal Floating Holiday per year.
- Holiday pay or accrual of floating holiday if you are scheduled to work on a recognized paid holiday.
- Garden Shop & Teahouse Discount.
- 401K Participation and Employer match.
- Complimentary Family & Friends Membership to Lan Su Chinese Garden.
- Complimentary gym access to the workout facility in the administrative office building.
- Complimentary access to reciprocal venues throughout Portland.

We look forward to hearing from you, just follow these few steps to send your information to us: Place **"Development and Membership Coordinator"** in the subject line of your email along with your cover letter, resume, & three references to lansuhr@lansugarden.org Please, no drop-in's or phone calls. Applications will be received on a rolling basis until the position is filled.

Lan Su Chinese Garden is committed to maintaining an environment where employees contribute to the organization's achievement, take pride in the results of their work, are appreciated as individuals, and are encouraged to develop to their fullest extent. Lan Su is an Equal Opportunity Employer. It is our policy that employees will not be discriminated against in the terms and conditions of employment because of race, color, religion, sex, national origin, age, marital status, sexual orientation, disability, or any other classification protected by law.