**Title: Member Relations Manager**

**Position Reports To:** Director of Membership & Guest Services

**Direct Reports:** Guest Services Coordinator, Lead Guest Services Associate, Guest Service Associates, Volunteers, and Interns

**FLSA:** Full Time//Exempt

**Salary/Hourly Rate:** $50,000 to $55,000

**Position Summary:** Butterfly Pavilionis proud to offer a dynamic employment opportunity. We are seeking a professional to join our team as the Member Relations Manager. This position joins Butterfly Pavilion in a phase of tremendous growth and opportunity. We look to further expand our member and donor bases as we march toward the opening of the new Butterfly Pavilion in Broomfield, Colorado. We seek an individual who will take initiative and ownership of membership and donor growth. One who values the relationships with our sustainers. Become a player in our fast-paced, innovative team.

**About Butterfly Pavilion:**  Butterfly Pavilion works to foster an appreciation of invertebrates by educating the public about the need to protect and care for threatened habitats globally, while conducting research for solutions in invertebrate conservation. Whether it is providing unique, hands-on learning experiences in our exhibits and educational programs, conducting new research that sets the standard for zoos across the country, or building innovative solutions for species and habitat conservation in countries around the world, Butterfly Pavilion is leading the way in ensuring invertebrates are protected for the future.

To this end, Butterfly Pavilion has launched a $55-million Capital Campaign to develop a brand new, state-of-the-art facility which will allow us to conserve and promote the tiny giants who are crucial to our existence. Butterfly Pavilion will break ground on the new facility in 2025.

Butterfly Pavilion’s Core Values guide us in the way we interact and connect with our stakeholders and the world around us both externally and internally:

* Make Science Cool
* Love What You Do
* Go Above and Beyond
* Lead Change
* Know Your Stuff
* Be Positive
* Welcome All

**Position Mission:**  The Membership Relations Manager cultivates and grows Butterfly Pavilion’s membership and sustained giving program by providing a world-class member experience, using data insights to build a stronger, customized relationship with each member, and developing a membership brand that puts the member/donor at the forefront. The Member Relations Manager role will also work closely with the Donor Relations team to create donor-centric programs, retention strategies, develop and maintain donor-based relationships.

**Essential Functions & Responsibilities:**

* Work with sustained giving programs
* Work closely with the Annual Giving Manager, maintaining an environment of efficiency and accountability through clear communications and meeting expectations
* Ensures that the department processes and practices support effective and efficient operations
* Achieve specific revenue goals from membership sales
* Develop and implement techniques to acquire new members
* Create and guide content of membership marketing material – including e-mail, e-news, newsletters, brochures and other publications and mailings
* Ensure an excellent member experience – and high retention rates – through the creation and implementation of a successful membership events, communications, and services program
* Maintain accurate and current member databases, and ensure high quality records management
* Manage data entry and reporting to ensure accurate and timely tracking of revenue and other reports
* Oversees operations for the front desk, including reporting and settlements
* Train team members throughout the facility on membership sales tactics
* With the leadership of the Director of Guest Services & Membership, infuse a culture of membership throughout Butterfly Pavilion
* With the Director of Guest Services & Membership, lead the elevation of the overall guest experience to a consistently world-class level
* Manages the Guest Services/Membership team, overseeing an enjoyable guest experience at all touch points throughout the building

**Competencies:**

* Project/Time management
* CRM knowledge
* Acquisition Strategies
* Detail oriented
* Reporting and data analysis
* Conflict resolution
* Strategic Thinking
* Effective verbal and written Communication
* Builds relationships

**Qualifications/Experience:**

* Candidate must have a four-year college degree in a related field
* Minimum three to five years of membership and/or annual fund, development experience
* Excellent verbal and written communication and strong interpersonal skills
* Proficient Application literacy with MS Office/Microsoft 365
* Proven experience in the development and execution of strategic plans to retain, upgrade, and grow memberships and giving.
* Database and CRM management experience
* Adherence to timeliness and strong organizational skills
* Positive, “can‐do” attitude, flexibility, teamwork, and attention to detail
* Ability to analyze statistical data and reports
* Expertly handle sensitive information in the most secure manner

**Additional Requirements:**

**Work Environment / Physical Requirements:**

While performing the responsibilities of this position, these work environment characteristics are representative of the environment the position will encounter. Reasonable accommodation may be made to enable people with disabilities to perform the essential functions of this position.

At Butterfly Pavilion, the employee is occasionally exposed to moderate to loud environmental noise for extended periods of time.

While performing the responsibilities of this position, the employee is required to talk and hear. The employee is often required to sit and stand, use their hands and fingers, to handle/feel/grasp. The employee is occasionally required to reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close vision. Employee should be able to lift, carry and items up to 50 lbs.

**How to Apply:**

Butterfly Pavilion is an Equal Opportunity Employer and encourages people of all backgrounds to apply for open positions and does not discriminate on the basis of race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty or veteran status.

Applicants must submit a Resume and Cover Letter to the following link: <https://www.applicantpro.com/openings/butterflies/jobs/2743725-20970>. Position is open until filled. No phone calls or drop ins please.