Membership Services Representative

Bernheim Forest and Arboretum, a 16,000+ acre protected forest in Kentucky, about 25 miles south of Louisville, is seeking an individual who will represent Bernheim to our visitors in a welcoming and professional manner, promoting Bernheim's mission of connecting people with nature.

Bernheim is home to a 600-acre, Level IV accredited arboretum. The natural landscape features 40+ miles of hiking trails and extensive natural areas managed for conservation and research purposes. Its woodlands, prairies, and wetlands make up the largest privately-owned forest in the Eastern United States dedicated to education and conservation. Bernheim is a privately owned not-for-profit, relying on donations and memberships, whose mission is to connect people with nature. Annually, over 300,000 people experience Bernheim through visits, educational programs, field trips, and Bernheim festivals.

The Membership Services Representative is Bernheim's frontline of communication with current and potential members. The Membership Services Representative plays a key role in supporting Bernheim's mission of connecting people with nature, by ensuring reliable and consistent delivery of outstanding customer service to members and guests. The Membership Services Representative supports the ongoing efforts of Bernheim's Advancement Department and is committed to positive outreach on behalf of Bernheim by promoting and communicating the benefits of being a Bernheim member and Giving Circles donor.

Essential Duties/Responsibilities

- Lead Membership Desk operations including member support and customer service; membership sales and renewals; provide information by phone, email, and in-person; basic data entry and database clean-up.
- Serve as the resource point-person for membership at Bernheim's Visitor Center. Be knowledgeable about membership promotions, membership drives, general membership, Friends of the Forest and Keystone Society membership, and general Bernheim information. All communication with guests and members should be professional and courteous to support membership sales and retention.
- Develop engaging relationships with members. Move members from casual visitors to connected members committed to Bernheim's mission by providing outstanding customer service to all members, guests, staff, and the community at-large.
- Responsible for accurate record keeping, data management, and implementation of membership registration records.
- Provide a timely response to all member inquiries. Answer phone calls and emails from current and prospective members professionally and thoroughly within the guidelines outlined in Bernheim's Membership Standard Operating Procedures.
- Take a proactive role in solving member challenges and directing members and/or guests to the appropriate resources.
- Offer support for and attend (if requested) Bernheim events to provide outreach to prospects, members & guests.
- Responsible for researching information, extracting data from databases, and manipulating data using the Altru Customer Relation Management software.

- Perform other duties as assigned.

Experience and Expectations

- High school diploma or GED.
- One year working in customer service preferred.
- Strong communication and relationship building skills. Ability to communicate clearly, concisely, and professionally, both orally and in writing.
- Excellent organizational, multi-tasking and problem-solving skills.
- Ability to exercise discretion, initiative, and appropriate judgment in developing solutions to problems and confidential/sensitive matters.
- Capability to work in a fast-paced environment requiring extensive contact with the public, volunteers, and staff via telephone, e-mail, and in-person. Capable of planning, organizing, and scheduling priorities.
- Working knowledge of Word, Excel, and Outlook; database management skills desired.
- Experience working with detail-oriented database software and willingness to learn Altru.
- Enjoy Bernheim and all it has to offer and believe in the mission and vision of the organization.

To apply and for more information:

Please send all inquiries and resumes to: HR@bernheim.org.
This part-time, hourly position reports to the Membership Manager.
Pay rate: $17/hr.
Competitive benefits package includes staff discounts, as well as paid sick and vacation leave.

Note: This is a part-time position with a schedule consisting of three (3) days per week from 10 a.m. to 4 p.m. **Must be available to work weekends, as well as special events as needed.**

Bernheim Forest and Arboretum is proud to be an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We recruit, employ, train, compensate, and promote without regard to race, color, national origin, creed, religion, sex, gender identity, sexual orientation, marital status, parental status, disability, age, veteran status, or any other status protected by law.