

**Position:** Membership Engagement Manager  
**Department:** Advancement  
**Status:** Full-Time, Exempt, 40 hours weekly  
**Reports To:** Director of Advancement

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Reporting to the Director of Advancement, the Membership Engagement Manager is responsible for helping to raise funds to support the mission and long-term strategic goals of Descanso Gardens. The Membership Engagement Manager is an integral part of the Advancement team, and grows annual gifts and memberships, manages the Center Circle Associates giving group, executes donor engagement opportunities, and contributes to fundraising success and revenue generation at Descanso Gardens.

This is a full-time, exempt position. Generally, the work schedule is 40 hours per week, Monday-Friday, but evening, weekend and holiday work may be required depending on the needs of the organization. This position reports to work onsite at Descanso Gardens.

**ESSENTIAL FUNCTIONS and RESPONSIBILITIES include but are not limited to:**

- Plans and executes annual and seasonal appeals, and manages donor recognition efforts.
- Communicates with members, donors, trustees and others by email, phone, and in person.
- Manages all aspects of the Center Circle Associates program, Descanso's philanthropic giving group, including managing the renewal process, welcoming new members, and planning and executing engagement opportunities and events.
- Executes strategies to grow annual membership gifts through renewals, upgrades, and new member solicitations.
- Develops annual giving and membership campaigns such as direct mailings, appeal letters, email solicitations, annual report content, and other correspondence.
- Maintains, updates and manages donor records in the donor and member database. Ensures the accurate recording of all gifts.
- Ensures memberships and donations are acknowledged appropriately and in a timely manner.
- Produces donor and member engagement events.
- Prepares reports, memos, other documents to help guide membership strategy.
- Assists with the identification of major donors.
- Provides excellent customer service to donors, members, and visitors.
- Other duties as assigned.

**EQUIPMENT USED and PHYSICAL DEMANDS:**

This position requires the use of computers, standard office equipment including photocopier, postage meter, ten key, credit card processing machine, printer, hand-held (two-way) radio, projectors, golf cart.

This position requires flexibility to work in an office and an active outdoor environment which includes public interaction, exposure to various noise levels, and other distractions throughout the Gardens. Must be able to walk long distances and on occasion access various areas of the Gardens including areas not accessible by paved roads or dirt trails. This position occasionally requires lifting of up to 15 pounds.

## **QUALIFICATIONS AND REQUIREMENTS:**

- 2+ years of experience in a related field, such as: cultural institutions, museums, tourism, hospitality, retail, customer service, or communications;
- Bachelor's degree or combination of education and experience;
- Strong interpersonal communication skills, with demonstrated ability to work across teams;
- Ability to work independently with little supervision;
- Ability to prioritize tasks in a deadline-driven environment;
- Demonstrates good judgment and decision-making skills;
- Excellent spelling and grammar;
- Excellent time management skills;
- A high degree of appropriateness and ability to maintain confidentiality;
- Knowledge of fundraising and membership best practices preferred;
- Experience with donor databases and gift entry procedures preferred;
- Strong Microsoft Office proficiency;
- A valid California Driver's license.

**COMPENSATION:** up to \$65,000 annually.

To apply: Interested parties may apply by submitting an MS Word or PDF Letter of Interest and Resume to [jobs@descansogardens.org](mailto:jobs@descansogardens.org) with **MEM2207** in the subject line. Only those applicants meeting the minimum requirements and submitting all required information may be contacted for further inquiry. We will accept resumes until the position is filled.

No phone calls, please.

Descanso Gardens Guild Inc. acknowledges that equal opportunity for all persons is a fundamental human value. Each employee and applicant will be considered on the basis of individual ability and merit, without regard to race, color, religion, age, sex, sexual orientation, gender identity, gender expression, pregnancy, national origin, marital status, physical disability, mental disability, medical condition, genetic information, protected military or veteran status, or any other characteristics.