



Job Title: Membership Coordinator

Location: Abbotsford - Hybrid

Reports to: Executive Director

Job Overview: We are seeking a detail-oriented, enthusiastic and proactive Membership Coordinator to join our BC Landscape and Nursery Association (BCLNA) team. The Membership Coordinator will be responsible for managing all aspects of membership within our organization, including acquisition, retention, and engagement strategies. This role requires strong organizational skills, initiative, excellent communication and problem-solving abilities, and a passion for supporting our members.

Key Responsibilities:

- Implement membership acquisition strategies to attract new members.
- Develop, execute, and report on retention strategies to ensure membership renewal rates meet or exceed organizational goals.
- Responsible for membership onboarding processes, including welcome packets and member database management.
- Respond to member inquiries in a timely manner and provide excellent customer service to maintain high member satisfaction.
- Participate in the planning and execution of member events to enhance member engagement.
- Collaborate with our Communications and Marketing Coordinator to create and distribute promotional materials and campaigns aimed at increasing membership.
- Maintain accurate membership records, ensuring data integrity and confidentiality.
- Prepare regular reports on membership statistics, growth, and engagement metrics for management review.
- Stay informed about industry trends, best practices, and competitor activities related to membership management.
- Responsible for soliciting sponsorship funding.

Qualifications:

- Bachelor's degree in Business Administration, Marketing, Communications, or a related field (or equivalent work experience).
- Proven experience in membership management, preferably in a nonprofit organization, association, or similar setting.
- Experience in sales or fundraising is a plus.
- Strong organizational skills with the ability to manage multiple priorities and deadlines effectively.



- Proficiency in database management and Microsoft Office Suite (Excel, Word, PowerPoint).
- Experience with Salesforce crm software is a plus.
- Ability to work independently, while collaborating with our team.
- Passion for customer service and member satisfaction.
- Excellent verbal and written communication skills.

Working Conditions:

- Hybrid office with set office days
- Working hours are 8 to 4 pm
- Health Benefits and RRSP matching
- Compensation is Base salary plus Commission, within the range of \$47,500 to \$55,500

Application Process: Please submit a resume and cover letter detailing your qualifications and interest in the Membership Coordinator position to admin@bclna.com