



FRIENDS
of Birmingham
Botanical Gardens

Job Opening
Office Coordinator

The Friends of Birmingham Botanical Gardens, the nonprofit, mission-driven membership organization that seeks to protect, nurture, and share the wonders of Birmingham Botanical Gardens, seeks an exceptional **Office Coordinator** to join our dedicated, energetic team.

Reporting to the Chief Financial Officer, this multifaceted role provides the first line of excellent customer service and offers administrative assistance and support for the Friends organization. Working independently and as a team member, the Office Coordinator serves as a key liaison to the Board of Directors and interfaces directly with many important internal and external constituencies. In addition to a friendly, customer service orientated demeanor, the successful candidate will be an outstanding communicator, pay close attention to detail, and demonstrate a high degree of professionalism, discretion, and dependability.

Responsibilities

The duties of this full-time opportunity include:

Front-Line Customer Service – greet office visitors; respond to in-person, phone, email, and social media inquiries; access online resources as needed to answer questions; screen and direct inquiries as appropriate; ensure phone tree and greeting are up to date; assist with fulfillment of membership premiums and distribution of informational materials.

Business Office and Administrative Support – process registrations, memberships, and contributions from phone and walk-in visitors; receive and distribute incoming mail; prepare and complete daily remote deposit and cash receipts; order, maintain, and inventory office and meeting supplies; design and implement hard copy and electronic filing systems.

Board and Executive Support – coordinate Board and Executive Committee meetings, including preparing and distributing meeting documents, recording and maintaining an archive of meeting minutes, and facilitating meeting arrangements such as room reservations, attendance records, set-up, and refreshments; maintain Board binder including schedules, rosters, and other organizational references; assist with special projects.

Team Effectiveness and Efficiency – serve as a central hub for interdepartmental communication; maintain key organizational documents such as rosters and calendars; coordinate reservations for meeting rooms and shared resources; assist with HR functions such as onboarding new staff members; partner with other team members to implement and improve business processes.

Office Technology and Equipment – ensure office systems and equipment are operational; coordinate support services, tech projects, repairs, maintenance, and upgrades; serve as point of contact for tech support and internet service provider.

Qualifications

- Associate's degree required, related Bachelor's degree desirable
- Two years' office experience or equivalent, preferably with a nonprofit organization
- Strong working knowledge of Word, PowerPoint, Excel, Google Apps; experience with membership/fundraising databases (preferably Altru) and Zoom videoconferencing desirable
- Excellent written and verbal communication skills
- Demonstrated proficiency in maximizing utilization of office technology for greatest effectiveness and efficiency

Desirable Qualities and Strengths

- Outstanding interpersonal skills and professional demeanor
- Demonstrated good judgment, personal integrity, and well-developed sense of discretion
- Positive, can-do outlook; creative problem-solver
- Experience working with and cultivating volunteers
- Dependable and able to excel working both independently and as a team member
- Detail oriented and possessing exceptional organizational skills
- Demonstrated ability to set priorities, manage multiple tasks, and meet deadlines
- Dedication to proactively partnering with other staff members to provide excellent service; promote an exceptional work environment; and deliver outstanding operating results

About Birmingham Botanical Gardens

Since 1962, Birmingham Botanical Gardens has welcomed visitors from near and far to explore the Gardens' 67 acres of botanical treasures; enjoy nature; connect with friends and family; and learn about plants, gardening, and the environment. A facility of the Birmingham Park and Recreation Board, Birmingham Botanical Gardens is the result of a public/private partnership between the City of Birmingham and the nonprofit Friends of Birmingham Botanical Gardens.

About the Friends of Birmingham Botanical Gardens

Created to extend the reach and impact of Birmingham Botanical Gardens, the nonprofit Friends works side-by-side with the City of Birmingham to fulfill the promise of a botanical garden by promoting the stewardship and enhancement of the Gardens, providing impactful educational programs and outreach, marketing and communicating about the Gardens, and raising funds to support these efforts. We are dedicated to serving the Gardens; serving the community; serving our visitors; and inspiring a passion for plants, gardens, and the environment.

For more information, visit bbgardens.org.

To Apply:

Please email letter of interest and resume **in one pdf** to careers@bbgardens.org. Position will be open until filled.

Thank you for your interest!

Posted on April 15, 2022