



Job Opening

Programs and Registration Coordinator

The Friends of Birmingham Botanical Gardens seeks an enthusiastic Programs and Registration Coordinator to play a critical role in supporting the success and smooth operation of the Friends' educational offerings. This highly detail-oriented individual will manage program scheduling, registration, and reporting, while also working with internal teams to support marketing and impact documentation. The ideal candidate is committed to the mission of the Friends, is organized, tech-savvy, and enjoys collaborating with both staff and the public.

Responsibilities:

- Program Coordination and Administration
 - Coordinate the scheduling of education programs, workshops, field trips, tours, and special events in collaboration with education staff, instructors, and volunteers
 - Create and manage programs in Altru, our ticketing and registration software
 - Maintain accurate registration records, rosters, and attendance data
 - Oversee our Discovery Field Trip program, pairing school groups with trained volunteer docents and communicating logistics to ensure a successful field trip experience
 - Maintain and oversee a shared department calendar to keep internal teams informed of all upcoming education programs and deadlines
 - Support onboarding of new instructors and volunteers with relevant scheduling and procedural information
 - Assist education team in coordination and procurement of room reservations and program materials
- Customer Service
 - Serve as the primary point of contact for program participants via phone, email, and in person
 - Resolve registration or scheduling issues with professionalism and care
 - Provide logistical and on-site support during education programs as needed
- Marketing and Promotion
 - Collaborate with the marketing team to ensure accurate, timely promotion of educational offerings
 - Coordinate documentation of key programs
- Evaluation and Impact Design
 - Track and report on program participation metrics, including number of attendees, school groups served, and volunteer docent involvement

- Design and administer post-program evaluation tools to assess participant satisfaction and program effectiveness
- Analyze and compile data and stories to demonstrate departmental impact
- Collaborate with the education team to implement improvements based on evaluation insights
- Institutional support and synergy
 - Professionally represent the Friends at meetings, including those of FBBG staff, committees, Board, and professional organizational associations, as required
 - Be a part of the collective success of the Friends' Education and Community Engagement team; forge constructive partnerships with other staff members; foster productive interdepartmental teamwork

Qualifications:

- Associate's degree required, related Bachelor's degree desirable
- Two years' relevant experience or equivalent, preferably with a nonprofit organization
- Exceptional organizational skills and attention to detail
- Experience with registration or CRM platforms (ex. Altru, Tessitura, Eventbrite, Salesforce, etc.)
- Strong written and verbal communication skills
- Proficient in Microsoft Office Suite, Google Workspace, or similar tools
- Excellent customer service and interpersonal skills
- Ability to manage multiple tasks and deadlines independently

Some evening and weekend work, depending on operational needs, and work in inclement weather is required.

About Birmingham Botanical Gardens

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. The Gardens encompasses 67 acres featuring more than two dozen garden spaces that reflect the region's rich and varied terrain and showcase the many plants that thrive in Southern gardens. Annual attendance exceeds 300,000 visitors.

About the Friends of Birmingham Botanical Gardens

A mission-driven membership organization, the nonprofit Friends of Birmingham Botanical Gardens seeks to protect, nurture, and share the wonders of Birmingham Botanical Gardens. We are dedicated to serving the Gardens; serving the community; serving our visitors; and inspiring a passion for plants, gardens, and the environment. The Friends' work centers around Communications & Marketing, Education & Community Engagement, Gardens Support, and Fundraising.

For more information, visit bbgardens.org.

To Apply:

Please submit letter of interest, resume, and three references in one pdf to careers@bbgardens.org.

Position will be open until filled. Thank you for your interest!