



Job Description

Open Days Program Manager Garrison, New York

Announcement: Headquartered in New York State's Hudson Valley, the Garden Conservancy is a national nonprofit founded in 1989 that works to save and share America's outstanding gardens for the education and inspiration of the public. The Garden Conservancy, having recently completed an in-depth strategic plan process that positions their signature Open Days program as the organization's top strategic priority over the next 3-5 years, seeks an enthusiastic, intrepid professional to manage Open Days as it embarks on its next exciting phase of growth. Working closely with the director of public programs and education, the program manager will enhance the professional standards for management of Open Days, lead the logistical operations of the program, and identify opportunities for growth and development.

Now celebrating its 25th year, Open Days is the Garden Conservancy's beloved private garden visiting program. Open Days is a celebration of the incredible creativity and diversity of American gardens. As the Open Days team prepares to position the program for success in its next 25 years, there is much enthusiasm to build upon past success while committing to new ideas and innovation. The Open Days Program Manager is an integral part of the team.

The ideal candidate is a highly motivated strategic thinker with exceptional attention to detail, high aptitude for quality customer service, and strong interpersonal skills. The Program Manager is a frontline representative of the Garden Conservancy, and may be required to travel locally and, on occasion, nationally to represent the organization. An appreciation for gardening and design and an ability to speak knowledgeably about the mission of the Garden Conservancy is desirable.

Summary: Headquartered in New York State's Hudson Valley, the Garden Conservancy is a national nonprofit that works to save and share America's outstanding gardens for the education and inspiration of the public.

The Open Days program manager will be responsible for the administrative management of the Open Days program, ensuring that the program is operated to a high professional standard reflecting the excellence of the Garden Conservancy and that the program functions efficiently to achieve productive outcomes.

Duties and Responsibilities

Work closely with the director of public programs and education to strategize and implement effective administrative processes and policies to ensure maximal productivity and efficiency.

Develop and coordinate administrative activities associated with garden recruitment, database management, customer service practices, and production/inventory management of collateral materials.

Actively engage regional ambassadors and garden hosts during garden recruitment cycles and provide host support throughout the Open Days season.

Serves as a primary point of contact for ambassadors and hosts and promptly responds to inquiries, representing the Garden Conservancy with professionalism.

Support and participate in the recruitment and retention of regional ambassadors, garden hosts, and garden greeter volunteers.

Work with communications department to coordinate Open Days marketing and publicity, including social media and e-blasts.

Work with the director of public programs and education to develop and implement best practices for volunteer engagement.

Manage all data related to partnership and shared revenue agreements and outside contractor relationships.

Travel is primarily local during Open Days season, although some out-of-the-area and overnight travel is expected.

Knowledge, Skills, and Abilities

- Ability to multi-task and produce within specific deadlines
- Strong relationship building skills
- Customer service skills, including phone and email etiquette
- Detail orientation
- High professionalism
- Ability to work collegially and effectively with colleagues and volunteers

Computer Skills

Knowledge of Microsoft Word, Microsoft Excel, Microsoft Outlook, internet software, and database software. Proficiency with Raisers Edge data management software is preferred.

Education/Experience

Bachelor's degree (B.A./B.S.) from four-year college or university plus three to five years related experience and/or training, or equivalent combination of education and experience.

TO APPLY

Please send your resume, cover letter, and salary requirements to
hr@gardenconservancy.org

Mention "Open Days Program Manager" in the subject line.