Job Description

Open Days Program Associate
Garrison, New York

The opportunity: Headquartered in the Hudson Valley of New York State about 50 miles north of New York City, the Garden Conservancy is a national nonprofit organization with a mission to preserve, share, and celebrate America's gardens and diverse gardening traditions for the education and inspiration of the public.

The Garden Conservancy fulfills our mission through a variety of preservation and educational programs. We work to preserve, restore, and document gardens in many ways, in both short- and long-term partnerships with existing and emerging public gardens, as well as with gardening and community organizations. We create and deliver educational programs that promote garden design, horticulture, landscape architecture, preservation, and related subjects. Our signature educational program, Open Days opens private gardens across the nation to the public. Open Days and its associated Digging Deeper and Garden Masters Series programs are unique in this country, providing opportunities for the public to enjoy, discover, and learn in America's most creative and innovative private gardens. We also recently launched a new program, Gardens for Good, which provides grants to small gardens and horticultural organizations that are making transformational change in their communities across the country.

The Garden Conservancy recently completed a strategic plan that positions Open Days as the gateway to our organization. We now seek an Open Days Program Associate to join our outstanding and collaborative team. Poised for an exciting new chapter, Open Days is entering its second 25 years with an enviable track record and a strong vision for the future that reflects the changing ways in which the American public interacts with gardens and gardening. Major structural program changes are planned as a result of the Covid-19 pandemic and of our new strategic goals; this is a fantastic moment to join us as we implement our next phase!

Position Summary: The Program Associate supports the mission of the Garden Conservancy by ensuring that Open Days data—including host information, garden descriptions, and program records—and the annual Open Days schedule are up-to-date, accurate, and accessible across the organization. The Associate also helps develop model standard operating procedures to guide the program's work. In addition, the Program Associate is expected to provide exceptional customer service support.

The Open Days Program Associate performs key functions related to the professional operations of our educational programs and the fulfilment of the mission of the Garden Conservancy. The Associate is responsible for accurate stewardship of program-related data, including host information, garden descriptions, visitor/registration information, and program waitlists. A key customer service person, the Associate represents the Garden Conservancy with professionalism and pride in all phone and electronic communications. Reporting to the Open Days Program Manager, the Open Days Program Associate assists in administering the Open Days program at a high professional standard and with great attention to detail.

Duties and Responsibilities

1. Responsible for all data entry for Open Days events, including Open Days, Digging Deeper, and Garden Masters Series educational programs, into Raisers Edge database software.

2. Responsible for answering the department phone and toll-free line for the Open Days programs. Diplomatically interacts with the public, hosts, volunteers, and regional ambassadors. Must be able to maintain professional customer service when challenges arise and assist with managing event wait lists.

3. Must become familiar with the functions of the other departments in order to work synergistically with colleagues. With training, be able to communicate and to speak knowledgeably about the mission and work of the Garden Conservancy. An affinity for our mission and our impact, and a desire to learn more about how we fulfill our mission, is strongly preferred.

4. Responsible for sending acknowledgment letters to our Garden Hosts and Shared Admissions partner organizations.

5. Working with the Director of Public Programs and Education and the Open Days Program Manager, assist in the development of Standard Operating Procedures, including collating information, drafting operational policies, and presenting information in a logical and useful format.

6. Assist Open Days Program Manager with Garden Host follow-up during annual Open Days garden recruitment process.

7. On behalf of the Director of Public Programs and Education and the Open Days Program Manager, book travel arrangements, manage travel itineraries, and complete associated expense reports.

8. Responsible for the distribution process of Garden Host Kits.

9. Assist with proofreading of Garden Conservancy print and online publications.

10. Attend Open Days as necessary.

11. Limited travel, primarily local (Hudson Valley, tristate region) during Open Days season, although some out-of-the-area and overnight travel may be anticipated.

Knowledge, Skills, and Abilities
- Phone and email etiquette
- Organizational skills
- Team-oriented and collegial
- Resourceful
- Proactive
- Prioritization skills
- Multi-tasking skills
- Time management
- Very detail-oriented
- Ability to work well with volunteers

Computer Skills
To perform this job successfully, an individual should be experienced with Microsoft Office Suite. Raisers Edge database experience is preferred, but experience with other database software is also valuable. Familiarity with email marketing software and contact management systems such as Mailchimp and Wufoo is desirable. Knowledge of Adobe Creative Suite is helpful.

Education/Experience
Bachelor's degree (B.A./B.S.) plus three to five years related experience and/or training; or equivalent combination of education and experience.

TO APPLY
Please send your resume and letter of interest to:
hr@gardenconservancy.org
Mention "Open Days Program Associate" in the subject line.