



JOB DESCRIPTION

23 Science Center Road
Holderness, NH 03245
www.nhnature.org
Tel: 603-968-7194

Position Title:	Administrative Coordinator	Weekly Hours:	32 hours
Supervisor Title:	Finance/Operations Director	Hourly Rate:	\$17.50
Employment Classification:	Non-exempt, hourly, year-round	Job Grade Level:	5

PURPOSE

The Administrative Coordinator is an essential Squam Lakes Natural Science Center (SLNSC) staff member. Although the role is within the Finance and operations team, it supports all SLNSC departments. The Administrative Coordinator is customer service-focused and is the main point of contact for most inquiries made to SLNSC. Responsibilities include supporting Finance, Operations, Development, Fundraising, Communications, and Marketing. This position is in Holderness, NH, and is an on-site, in-person role.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Primary point of contact for greeting and directing visiting community members, guests, volunteers, staff, board members, etc. to the Welcome Center
- Answer incoming calls; triage callers to correct individuals and departments
- Provide accurate and concise information to callers and visitors
- Responsible for receiving, responding, and distributing the [info@nhnature](mailto:info@nhnature.org) mailbox email inquiries
- Pick up mail, date stamp, and distribute to appropriate recipients
- Provide support and assist with office supply management
- Manage the donation solicitation process that SLNSC receives from other organizations
- Maintain up-to-date knowledge of our programs, events, membership, etc.
- Taking notes at meetings
- Access the TAM point-of-sale system daily for data entry, processing payments, etc.
- Point of Sale processing of donations, tuition payments, gift certificate sales, etc.
- Process refunds, ticket changes,
- Recording donations in database
- Updating demographic details in the database
- Assist with database mailing lists and solicitation and marketing mailings
- Assist with event mailings, ticketing, and attendance
- Provide administrative support at events
- Assist with event planning tasks as needed
- Provide identification badges to guests and participants

EDUCATION REQUIREMENTS

To perform this job successfully, an individual must have the following education.

- A high school diploma or equivalent is required
- An Associate or Bachelor's Degree is desirable



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KNOWLEDGE & SKILLS

The requirements below represent the knowledge, skills, and abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

- Exceptional customer service and interpersonal skills required
- Excellent computer skills, with expert-level Microsoft Office experience
- Ability to prioritize, meet deadlines, and exercise good judgment and diplomacy
- Strong organizational skills, problem-solver, and able to work independently
- Able to multi-task multiple tasks and priorities
- Excellent interpersonal skills, a welcoming, approachable personal style, a sincere interest in people, a willingness to listen, a belief in the value of teamwork, and a sense of humor
- Able to work as a team player or solo, with a positive, productive, pleasant, and patient mindset

PHYSICAL DEMANDS & ABILITIES

The physical demands described here represent those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

- Must be able to work on a computer for lengthy periods
- Must be able to work in a busy environment with frequent interruptions
- Must be able to read, write, and communicate verbally and in writing
- Must be able to communicate verbally with staff, visitors, community members, and board members
- Must be able to use office equipment, point of sale system, computers, telephone, machines
- Must be able to tolerate working in various environmental conditions and climates
- Must be able to remain patient in perceived crisis or actual crisis

ADDITIONAL REQUIREMENTS

To be considered for this position, an applicant must be able to meet these additional requirements.

- Must be 18 years of age or older
- Proof of Eligibility for employment in the United States
- Be able to pass a background check successfully
- Must provide two to four professional employment references
- Have a valid driver's license with reliable transportation

BENEFITS

Squam Lakes Natural Science Center offers a robust employee benefits package that includes generous paid time off, health insurance, dental insurance, vision insurance, life insurance, disability insurance, and a 403b pension retirement program. Details will be provided upon request.

APPLICANT PROCESS

To be considered for this role, applicants must submit a resume with a cover letter of interest. Applicants may apply to Bonnie.Baker@nhnature.org.

The above position description is not intended to be all-inclusive. This role may be required to perform other reasonably related duties assigned by the supervising manager or director. Squam Lakes Natural Science Center reserves the right to update, revise, or change the position description whenever business needs deem necessary.

Squam Lakes Natural Science Center is a Non-Profit and equal employment opportunity employer. We will consider all qualified applicants regardless of race, color, religion, sex, sexual orientation, age, gender identity, national origin, protected veteran status, disability, or any other protected classification under federal and state law. SLNSC is an "at will" and equal opportunity employer. Our policy is to require a completed employment application and to conduct background checks on new employees. We provide a non-smoking, drug-free, harassment-free workplace environment.