

## Squam Lakes Natural Science Center Job Description

<b>Position Title:</b>	Development Coordinator	<b>Supervisor Title:</b>	Development Director
<b>Classification:</b>	Exempt, salaried	<b>Employment Type:</b>	Full-time, year-round
<b>Scheduled Hours:</b>	40 hours per week, 80 hours bi-weekly, 2,080 annually		
<b>Compensation Range:</b>	\$45,000 to \$50,000 to start, dependent upon experience level		
<b>Annual paid time off:</b>	12 Holidays, 10 Vacation days*, 7 sick days, 2 personal days. (* <i>pro-rated</i> )		
<b>Employee Benefits:</b>	Medical, dental, vision, life, disability, flexible spending, and 403(b)		

**Application Process:** To be considered for this role, qualified candidates must email Bonnie Baker, HR/Finance Manager, a resume and a cover letter of interest at [bonnie.baker@nhnature.org](mailto:bonnie.baker@nhnature.org). Both must be submitted to be considered for the position.

### **Position Summary & Purpose**

Squam Lakes Natural Science Center (SLNSC), a 501(c)(3) non-profit organization, seeks a results-oriented Development Coordinator to join our development team. Reporting to the Development Director, this essential role is responsible for the overall management and oversight of the membership enrollment and renewal process, spearheading the fundraising event management, and providing all-around development team support.

A qualified Development Coordinator will be a polished professional who is capable of managing both fundraising activities, as well as membership recruitment and retention efforts. This role is responsible for the accurate and timely processing of new membership applications, managing all renewing memberships, maintaining accurate membership details in our two databases. Additionally, this role is also the lead events facilitator, responsible for the planning and execution of our two large fundraising events over the summer. Additional responsibilities include generating reports to track progress toward goals, and assisting in the processing of donations and donor acknowledgment letters as needed.

This full-time, year-round, in-person position that requires occasional weekend and/or evening hours for special events. The Development Coordinator supports the Development Team's strategic priorities to engage, cultivate, and steward donors and members. The role may require assisting with additional development and fund-raising-related projects as needed.

### **Role Responsibilities**

#### ***Development***

- Enter donations into the tracking spreadsheet and maintain the donor database integrity
- Update the database in coordination with the development team members
- Process donation transactions and acknowledgment letters/postcards
- Run development reports as needed/requested
- Assist with the production of annual fund solicitations
- Assist with management of upper-level donors (stewardship)

#### ***Membership***

- Manage membership program for thousands of households, businesses, and libraries
- Answer telephones and handle membership requests over the phone
- Interact with members in person, when members have inquiries or need assistance
- Develop and implement acquisition, engagement, and retention strategies to meet budget goals
- Process member applications and renewals, respond to inquiries, provide information to members
- Manage member appeals and other related traditional and digital communications
- Create and coordinate on-site special membership-related events
- Enhance existing programs and member experiences to ensure members are satisfied

- Maintain and update the membership databases in TAM and Little Green Light
- Increase community access to the Science Center through oversight of free and low-cost programs
- Analyze and evaluate membership program performance
- Assist with front-line membership sales and service during periods of high attendance.

### **Events**

- Plan and execute two summer fundraising events in coordination with the Development Director and the Events Committee
- Manage the vendor contracts, invoices, logistics, and event details
- Develop and oversee the event budgets; food and beverage, tents, tables, décor, etc.
- Assist with planning, managing, and executing stewardship events
- Preparing and remitting invitations, letters, emails
- Attend and interact with event participants; maintain guest lists and notes from events
- Maintain data for stewardship and cultivation events; enter data into the fundraising database.

### **Education**

- A high school diploma or equivalency is required.
- Associate or Bachelor's Degree is preferred

### **Knowledge and Skills**

- Experience working with a non-profit is preferred, but not required.
- Excellent administrative, organizational, communication, interpersonal, customer service skills.
- Collaboration skills; capable of working effectively with various stakeholders.
- Strong budgeting/cost-management skills and the ability to maximize impact on a limited budget.
- Able to work independently and collaboratively while managing multiple projects, and deadlines.
- Strong Microsoft Office skills required; advanced Excel experience preferred.
- Proficiency with donor data management software programs, databases, and point-of-sale systems
- Commitment to data integrity management and confidentiality of data.
- Familiarity with the [Little Green Light Donor Management System for Non-Profits](#) would be helpful.
- Knowledge of [TAM The Assistant Manager point-of-sale system](#) would be helpful.

### **Physical Requirements**

- Ability to read, write, and communicate verbally on the phone, in person, and online.
- Sitting or standing: Remaining seated or standing for long periods of time.
- Walking: Moving around the office to access files, printers, etc.
- Using hands and fingers: Handling or feeling objects, keyboard, phone, and printer controls.
- Operating a computer: Constantly using a computer and other office equipment.
- Lifting or carrying: May need to lift up to 15-20 pounds; set up & break down special events.
- Pushing, pulling, or reaching: Moving objects, or pushing them away, reaching overhead.

### **Job Description disclosure:**

*The above job description is not 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 job description whenever business needs deem necessary. Squam Lakes Natural Science Center is a not-for-profit 501(c)(3) organization and an Equal Opportunity Employer (EEO). New Hampshire is an employment-at-will state.*

### **Equal Opportunity Employer (EEO) statement:**

*All qualified applicants receive consideration for employment regardless of age, race, religion, gender, sexual preference, gender identity, national origin, protected veteran status, disability (physical or psychological), or any other protected classification under federal and state law. Our policy requires a completed employment application, reference, and background checks to be conducted on new employees before their first day of employment. Immigration verification is required.*