

# Squam Lakes Natural Science Center

## Job Description

**Employment Title:** Membership & Events Coordinator

**Supervisor Title:** Development Director

**Employment Classification:** Exempt, salaried

**Employment Type:** Full-time, year-round

**Average Hours Worked:** 40 Weekly, 80 Bi-weekly, 2,080 Annually

**Schedule:** Monday through Friday, with occasional nights/weekends for special events

**Compensation Range:** \$42,000 to \$45,000 Annual Salary

**Paid Time Off:** Twelve holidays, ten vacation days<sup>1</sup>, seven sick days, and two personal days

**Employer-sponsored Benefits:** Health, dental, vision, life, disability, flexible spending, and 403(b)

**Supplemental Benefits:** An 8-person SLNSC membership, retail, program, cruise discounts, training, and professional development support. A complete summary of benefits can be provided upon request.

### **Position Summary**

Squam Lakes Natural Science Center (SLNSC) seeks a creative and results-oriented Membership & Events Coordinator to oversee Membership and Events within 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, and the fundraising event management for Squam Lakes Natural Science Center (SLNSC). This role is a full-time, year-round, in-office position, requiring occasional weekend and/or evening hours for special events. The Membership & Events Coordinator supports the Development Team's strategic priorities to engage, cultivate, and steward donors and members. The role may require assisting with related projects as needed.

### **Role Responsibilities**

#### ***Membership Management***

- Manage membership program for thousands of households;
- Develop and implement acquisition, engagement, and retention strategies to meet budget goals
- Process member applications, renewals, and gift memberships
- Respond to member inquiries promptly
- Manage member appeals and other related traditional and digital communications
- Coordinate membership and development-related events
- Enhance existing programs and member experiences and ensure members receive a seamless experience
- Maintain and update the membership databases
- Help to increase community access to the Science Center through oversight of free and low-cost programs
- Analyze and evaluate program performance
- Assist with front-line membership sales and service during periods of high attendance.

#### ***Event Management***

- Plan and execute two major summer fundraising events, in coordination with the volunteer Events Committee including managing contracts, invoices, and other logistics and event details
- Create and oversee event budgets
- Assist with planning, managing, and executing stewardship events including invitations and follow-up letters: attend and interact with participants
- Maintain data for stewardship and cultivation events; enter data into the fundraising database.

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<sup>1</sup> Vacation time is based on years of employment and increases incrementally.

## **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.
- Exceptional administrative, communication, and customer service skills.
- Above average organizational skills with sharp attention to detail and deadlines.
- Excellent collaboration skills; capable of working effectively with various stakeholders.
- Strong budgeting/cost-management skills and the ability to maximize impact on a limited budget.
- Outstanding verbal and written communication skills, comfortable speaking publicly.
- Able to work independently and collaboratively while managing multiple projects, and deadlines.
- Exceptional interpersonal skills, with an upbeat attitude and sense of humor.
- 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.

## **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).
- All applicants must submit a cover letter and professional resume to be considered.
- Candidate submissions without a cover letter will be asked to provide a cover letter.
- A completed SLNSC employment application will be required before the first interview.
- Applicants will receive an acknowledgment email within two days of submitting their credentials.
- Candidates will be selected for interviews within five to ten business days, and the interview process consists of a series of interviews with our hiring committee.
- Telephone inquiries are not permitted due to the high volume of applicants.

## **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.*

v. 01/24/2025