

SCIENCENTER POSITION DESCRIPTION

Development and Communications Coordinator

Title of supervisor: Director of Development and Communications

SUMMARY

Serves as a member of the Development and Communications team in support of development, membership, and public relations activities at the Sciencenter. All staff are expected to contribute to a culture that supports equity, inclusion, diversity, and access through their work at the Sciencenter

RESPONSIBILITIES

Membership (60%)

Membership Mailings. Primary responsibility of membership renewal, and birthday club mailings. Performs mail-merges, coordinates pledge cards, and manages fulfillment mailings. Coordinates bulk mailings, member postcards, and event invitations. Evaluates strategies and timing of member mailings.

Membership and gift processing. Processes payments for new and renewed memberships, online memberships, and gifts. Updates database. Coordinates membership fulfillment, including mailing of membership cards and appropriate information about member benefits. Handles membership inquiries. Coordinates donor acknowledgment with membership fulfillment.

Customer Service. Fields inquiries related to membership and conducts follow-up. Works closely with the Guest Relations and Operations team to support membership sales, renewals, and answer member questions. Conducts follow up for specific member needs: i.e. correct membership level, replacement membership cards, accurate contact information, etc.

Coordination of membership initiatives. Manages Membership Access Program (MAP) duties, and oversees Agency Pass Program renewals and fulfillment of benefits. Assists with administration of member and donor surveys; coordinates membership donations to other organizations.

Reporting. Performs database retrievals and assists in creation of various database reports.

Administrative Support (40%)

Support for special events and meetings. Coordinates member and board/donor events

Public Relations. Assists in editing and proofreading content of key communications pieces. Assists with social media initiatives.

Oversees membership and development office supply inventory.

Maintains and updates Development and Communications Coordinator processes.

Opens and prioritizes mail;

Supports Sciencenter finance through processing and depositing checks, assisting in credit card report compilation, compiling Board reports, and other duties as needed.

Takes notes at staff meetings or other staff and board meetings as needed.

SUPERVISION OF OTHERS

This position does not have supervisory responsibilities, however, it interacts directly with other staff and volunteers.

EXPERIENCE/SKILL REQUIREMENTS

Excellent judgment and maturity; able to work with confidential information appropriately.

Excellent customer service skills, primarily over the phone and via email.

Excellent computer skills required (Microsoft Word and Excel); with solid experience using spreadsheets, databases, data entry and processing, and performing mail merges required.

Excellent organizational and time management skills.

Clear and confident writing and speaking skills.

Able to perform repetitive, detail-oriented tasks with accuracy.

Able to work independently with very little oversight; able to seek assistance as appropriate.

Demonstrated effective communication with a wide variety of diverse audiences

Strong commitment to equity and inclusion and ability to work with diverse communities

Experience with donor management databases (Sciencenter uses DonorPerfect) preferred but not required.

Experience supporting nonprofit development programs and/or fundraising campaigns preferred but not required.

Experience in museums or other not-for-profit organizations preferred, but not required.

High school diploma or 3-5 years of experience in a similar role.

WORKING CONDITIONS

We are working towards creating a more inclusive workplace and are looking for candidates that share our commitment.

Non-profit, informal educational organization. Fast-paced environment with many, varied, simultaneous projects. Must work well in both individual and team setting. Must be available for occasional evening or weekend events.

TIME COMMITMENT

Full-time, 40 hr/week, non-exempt position. Attendance at evening or weekend meetings and events as needed to complete responsibilities.

SALARY & BENEFITS

Starting salary is \$19.15/hour. Sciencenter benefits provided.

TO APPLY:

Please submit:

- Resume
- Cover letter of no more than 1 page describing why you are interested in this position and how your past experience has prepared you for this role.

Please email materials as Word documents or PDFs to cfagan@sciencenter.org by 5 pm on April 25, 2022.

The Sciencenter is an Equal Opportunity Employer