

SCIENCENTER POSITION DESCRIPTION

Advancement Coordinator

(2019-02-28)

SUPERVISOR:

Annual Fund and Membership Manager

MAIN FUNCTIONS:

Serves as a member of the Advancement team in support of development, membership and public relations activities at the Sciencenter.

RESPONSIBILITIES:

Membership (60%)

- Membership Mailings. Primary responsibility of membership renewal, annual fund, 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.
- Manages Membership processing. Processes payments for new and renewed memberships, online memberships, and gift memberships. Updates membership database with member information. 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. Coordinates corporate membership benefit fulfillment, 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 including membership tracking, online and instacharge transactions, and guest comment ratings.

Development (30%)

- Donor mailings. Assists in creation and dissemination of all donor mailings, including but not limited to: solicitation and thank you letters, stewardship pieces, and annual reports.

Other (10%)

- Support for special events and meetings. Coordinates member nights, board/donor lunches, and special site visits. Assists with all donor and campaign events.
- Public Relations. Assists in editing and proofreading content of key communications pieces. Assists with social media initiatives.
- Other. Performs other duties consistent with the position, including: collection, compilation and dissemination of guest comments and administration of external surveys; overseeing Advancement office supply inventory. Maintaining and update Advancement Coordinator processes.

EXPERIENCE/SKILL REQUIREMENTS:

- Bachelor's degree.
- Excellent judgment and maturity; able to work with confidential information appropriately.
- Membership processing and gift entry experience strongly preferred, as is experience supporting development programs and/or fundraising campaigns.
- Excellent computer skills required (Microsoft Word and Excel); with solid experience using spreadsheets, databases, data entry and processing, and performing mail merges required.
- Experience coordinating direct mail programs.

- Experience coordinating or assisting with special events.
- Excellent organizational and time management skills; able to establish effective timelines for accomplishing goals.
- Excellent writing and speaking skills; appropriate and timely in communications required.
- Able to perform repetitive, detail-oriented tasks with accuracy.
- Strong team and customer-service orientation. Willing to pitch in to accomplish tasks outside the official job description. Excited and willing to learn new things; flexible and able to adapt to changes in work.
- Takes pride in producing quality work.
- Works independently with very little oversight; able to make sound decisions.
- Experience in museums or other not-for-profit organizations preferred, but not required.

WORKING CONDITIONS:

Congenial but fast-paced, not-for-profit office environment. Must be available for occasional evening or weekend events.

TIME COMMITMENT:

Full-time (40 hr/wk) non-exempt position. Weekend and holiday work required. Occasional evening work required.

SALARY AND BENEFITS:

Salary commensurate with experience and qualifications. Full Sciencenter benefits provided.

APPLICATION INSTRUCTIONS:

Please include the following in your application:

1. Cover letter
2. Resume

Send your application as one PDF file to: cFagan@sciencenter.org

DEADLINE:

Open until filled.

The Sciencenter is an Equal Employment Opportunity Employer