



## **Job Title: Development and Membership Coordinator**

**Reports To:** President

**Location:** Camp Hill, Potential Hybrid Option

**FLSA Status:** Non-Exempt | Full-time

**Mission:** PPFF's mission is to inspire stewardship of Pennsylvania's state parks and forests.

**Vision:** To be the trusted voice and advocate to sustain and enhance Pennsylvania's state parks and forests.

**Operating Values:** \* Integrity \* Conservation \* Excellence \* Diversity \* Innovation \* Inclusion

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## **Position Summary**

The Development and Membership Coordinator plays a vital role in supporting the mission of the Pennsylvania Parks and Forests Foundation (PPFF) through a blend of administrative, development, data, and communications tasks. This position is responsible for managing the Foundation's membership program, donation acknowledgments, CRM operations (NEON), and helps support event logistics, chapter communications, and website maintenance. The ideal candidate is highly organized, tech-savvy, detail-oriented, and committed to supporting Pennsylvania's public lands.

## **Key Responsibilities**

### **Membership Management**

- Schedule membership renewal letters and reminders, mailed by support staff and volunteers.
- Acknowledge online and mailed check renewals.
- Work with the President to refresh annual messaging and design for letters and cards.
- Manage promotional memberships, including data imports, workflows, and postcards.
- Update and issue certificates to Conservation Legacy Society members annually.

### **Fundraising and Development Support**

- Manage acknowledgements of donations across PPFF programs, state park/forest/friends

- Maintain donor database and tracking systems
- Prepare fundraising reports and donor lists for board and staff follow-up
- Manage procurement campaigns and donor cultivation communications
- Track and record all donor interactions and engagement activities

### **Event Management and Registration**

- Set up and manage event registration for annual banquets, board retreats, chapter training, and other organizational events
- Coordinate with state parks and forests for educational event registrations
- Create event registration processes and attendee reports
- Manage event logistics including dietary accommodations, name badges, and signage
- Assist with event setup and follow-up support

### **Chapter Relations and Support**

- Establish new chapters in NEON system including campaign setup, fund management, and donation forms
- Troubleshoot chapter technical issues and provide ongoing support
- Maintain chapter contact information and update website accordingly
- Work with President to prepare and distribute monthly chapter communications
- Make chapter visits as required
- Provide Office and Online Retail Facilitator information needed for tracking annual chapter compliance.

### **Database and Technology Management**

- Maintain NEON CRM system including donor records, event registrations, and automated workflows
- Manage integration between NEON and other platforms (MailChimp, website, etc.)
- Provide technical support and troubleshooting for staff and volunteers
- Reconcile weekly financial transactions for accounting purposes
- Manage user accounts across multiple platforms and systems

### **Website and Digital Presence**

- Update and maintain multiple PPFF websites including plugin updates and content management
- Serve as liaison with web development contractors
- Manage domain portfolio through GoDaddy
- Assist with online store operations (NEON) via inventory tracking and product updates
- Create and manage URL shorteners for marketing and communication purposes

### **Communications and Marketing Support**

- Manage email marketing campaigns and subscriber lists

- As needed, create marketing materials and graphics using Canva
- Maintain newsletter distribution lists and manage subscription preferences
- Track and record all constituent interactions for relationship building
- Assist with content for three-times-a-year electronic and print newsletter

### **Administrative Support**

- Provide general administrative support to staff and board
- Manage multiple online accounts and subscriptions
- Coordinate survey creation and distribution
- Support special projects and initiatives as needed
- Maintain organized filing systems and documentation

### **Required Skills and Qualifications**

#### **Technical Competencies**

- Proficiency with CRM systems (NEON experience preferred)
- Experience with email marketing platforms (MailChimp or similar)
- Website management and basic content management system skills
- Database management and report generation abilities
- Familiarity with Google Workspace suite and Microsoft Office

#### **Core Competencies**

- Strong organizational and project management skills
- Excellent written and verbal communication abilities
- Attention to detail and accuracy in data management
- Ability to work independently and manage multiple priorities
- Customer service orientation for member and donor relations
- Problem-solving skills for technical troubleshooting

#### **Preferred Qualifications**

- Experience with nonprofit operations and fundraising
- Knowledge of membership management best practices
- Experience with CRM management
- Background in donor relations or customer service
- Interest in the mission of the Foundation

#### **Working Conditions**

- This position requires regular computer use and data entry
- Occasional evening or weekend work may be required
- Position may involve coordination with remote team members and volunteers
- Travel to events may be occasionally required

## **Tools and Systems Used**

- NEON CRM system
- Google Workspace (Gmail, Calendar, Drive, etc.) and Microsoft Office
- Todoist or other form of project management
- Various web platforms (GoDaddy, Canva, Survey Planet, etc.)
- Website content management systems
- Canva
- Video conferencing tools (Zoom, StreamYard)

## **Success Metrics**

- Timely processing of membership renewals and donor acknowledgments
- Accurate maintenance of donor and member databases
- Successful event registration and attendance tracking
- Effective chapter communication and support
- Website functionality and user experience
- Data accuracy and reporting quality

**Financial:** Full-time; salary position, starting at \$48,000 up to \$52,000, commensurate with experience.

**Benefits:** Paid vacation, holidays and sick leave. Simple IRA after one year and 1000 hours. Flex time. Healthcare reimbursement.

**To apply:** Send resume and cover letter to: Marci Mowery, 704 Lisburn Road, Suite 102, Camp Hill, PA 17011 or email [office@paparksandforests.org](mailto:office@paparksandforests.org)

**Deadline to Apply:** December 7, 2025