



POSITION: Office and Online Retail Facilitator for Pennsylvania Parks and Forests Foundation (PPFF)
www.PaParksAndForests.org

REPORTS TO: President

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

Vision: Building the voice for Pennsylvania's state parks and forests.

Operating Values:

* Integrity * Conservation * Excellence * Diversity * Innovation * Inclusion * Collaboration * Sustainability

Office and Online Retail Facilitator Purpose: Our active non-profit needs a reliable, organized Office and Online Retail Facilitator to support the work of stewarding Pennsylvania's state parks and forests through fulfillment of online retail orders and supporting the work of staff and volunteer friends groups. The successful applicant will have a positive attitude, a desire to work as efficiently as possible, and excellent client-facing communication skills.

If you have worked in a fast-paced office in the past and enjoy establishing organizational systems, we're excited to talk with you. The job may include some evening as well as occasional weekend work. We're looking for someone who can operate effectively with little or no supervision and who can manage multiple tasks at once without becoming overwhelmed.

This position has the potential for growth within the organization.

Office and Online Retail Facilitator Duties:

- Forwards information by receiving and distributing communications; collecting and mailing correspondence; copying and filing information.
- Builds lists for events, programs, mailings, and outreach efforts.
- Greets clients and vendors and directs them to appropriate offices.
- Designs and maintains filing and storage systems in office.
- Provides fulfillment services for online retail; looks for efficiencies and ways to grow the retail space
- Updates job knowledge by participating in educational opportunities.
- Creates, edits and updates spreadsheets and other data systems.
- Works with office volunteers

- Coordinates podcast interviews
- Supports annual appeal and other fundraising efforts such as banquet, silent auction, etc.
- Occasional need to staff exhibit or represent Foundation at event.
- Maintains office supply inventory.
- Maximizes the value of office volunteers to meet job duties.
- Assists in scheduling meetings, sending reminders, maintaining calendars for President and board.
- Enhances organization's reputation by accepting ownership for accomplishing new and different requests, exploring opportunities to add value to job accomplishments and identifying needs.

Skills/Qualifications:

- Associate's degree or 2+ year of customer service experience preferred.
- Pleasant, friendly disposition.
- Strong interpersonal communication skills.
- Office experience - scheduling, telephone skills, order fulfillment.
- Meeting planning.
- Strong written and verbal communication.
- Strong organizational skills and attention to detail.
- Familiarity with NEON CRM helpful.
- Proficient in Microsoft Office and Google Docs.

ADDITIONAL REQUIREMENTS:

- Ability to think creatively, generate new ideas, develop and implement strategies.
- Ability to meet deadlines and balance multiple commitments.
- Ability to work successfully in a team environment in an office setting.
- Strong organizational, administrative, time management, and interpersonal skills.
- Commitment to the mission of the Pennsylvania Parks and Forests Foundation.
- Ability to withstand periods of sitting and computer work; lifting to 25 lbs.

Location—Camp Hill. In person required.

Hours: 22 to 26 hours per week, with growth potential.

Benefits: Flex time. Paid holiday, sick leave and vacation. Simple IRA after one year employment and 1000 accumulated hours worked.

Resumes: Send resume and cover letter with the subject line: **Office and Online Retail Facilitator Position** to heretohelp@paparksandforests.org

Deadline to apply: May 30, 2025

Only serious inquiries need to apply, please.