



Job Title: Membership and Development Coordinator

Reports To: President

Location: Camp Hill

FLSA Status: Hourly | Full-time

Mission: PPF'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

Position Summary

The Membership and Development 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 data that supports 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, printed and mailed by support staff and volunteers.
- Acknowledge online and mailed check renewals following established protocol.
- 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

- Prepare acknowledgements of donations across PPF programs, state park/forest/friends

- Maintain donor database and tracking systems
- Prepare fundraising reports and donor lists for board and staff follow-up
- Working with the President, prepare 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

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 PPF websites including plugin updates and content management
- 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
- Maintain newsletter distribution lists in NEON and manage subscription preferences
- Track and record all constituent interactions for relationship building

Administrative Support

- Provide general administrative support to staff and board
- Manage multiple online accounts and subscriptions
- 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
- Ability to sit for periods of time
- Ability to work with data for periods of time
- Comfortable with asking questions to seek clarity

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
- Ability to be a team player in a small office

Tools and Systems Used

- NEON CRM system
- Google Workspace (Gmail, Calendar, Drive, etc.) and Microsoft Office
- Various web platforms (GoDaddy, Canva, Survey Planet, etc.)
- Website content management systems
- 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; hourly position (with ability to move to salaried after successful 3 and 6-month review periods), starting at \$47,500 up to \$51,500, 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

Deadline to Apply: July 10, 2026