



Engagement Coordinator Job Description

Overview

The Engagement Coordinator will play a critical role in the growth and sustainability of 516 ARTS focusing on customer service, membership coordination, retail administration, program assistance, and community engagement. This position will work closely with the Development Manager to implement strategies that increase the organization's impact and reach.

Reporting to the Development Manager, this position works as a part of both the Development Team and Programs Team. The ideal candidate has a customer service background, good data entry skills, experience in contemporary art, a willingness to learn about development in nonprofits, and a personal alignment with 516 ARTS' mission and organizational culture. We seek a positive, team-oriented, and approachable individual who will enrich our organizational culture through shared values and commitment to collective success.

Front Desk and Customer Service

60% of time

- **Provide excellent customer service** through interactions in person, on phone calls, and through emails.
- Field incoming calls, monitor voicemail, and respond to emails during shift.
- **Learn about each exhibition** to provide guided visits and host tours as needed.
- **Open, close, and maintain the front desk** for each shift while following all policies and procedures including proper money management.
- **Manage the small retail shop** including fulfilling in-person and online orders, inventory counts, timely payments to vendors, weekly sales reports, and maintaining a clean and organized space.
- Create entries in the attendance and demographics log during each shift.

Programs Assistance

20% of time

- **Work public and private programs** as scheduled.
- Attend program meetings as needed.

Development Coordination

15% of time

- Work with the Development Manager toward the **execution of an effective strategic fundraising program** in alignment with 516 ARTS' strategic plan and fundraising plan.
- Maintain **accurate data entry** and an organized reporting structure in the database, including weekly scheduled reports, to ensure a healthy donor database. Follow all policies and procedures in the Development Best Practices.
- Follow all best practice guides in creating **timely communications to donors and members** including: membership renewals, donor and member acknowledgments, phone calls, etc.
- Attend bi-weekly **development meetings** and provide reports as requested.
- Continuously **attend webinars hosted by Bloomerang** to ensure up-to-date data entry and use of the database overall.

General

5% of time

- **Attend all weekly staff meetings** to remain current with all organizational activities.
- Assist in opening and scanning **mail** weekly.
- Follow all policies outlined in the **Fiscal Policies and Procedures and the Employee Handbook**.

For best alignment with this position, the ideal candidate:

- Must have **strong relationship-building and communication skills** with the ability to engage a wide range of people.
- Must have knowledge of, and experience in, retail and the arts.
- Must have the ability to regularly create **accurate data entry**.
- Must have a knowledge of the **Microsoft Suite**.
- Holds a **high school diploma or GED**.
- Has **proven experience in customer service**.
- Is **kind, dependable, flexible, and professional**.

516 ARTS is committed to diversity and inclusion. We encourage candidates from all backgrounds to apply.