

Program and Membership Coordinator | Denver Architecture Foundation

Denver Architecture Foundation (DAF) inspires people to explore our dynamic city, experience the importance of design to our quality of life, and envision an exceptional future for Denver. We do this through many adult and youth focused programs, including walking tours, hard hat tours, lectures, the Cleworth Architectural Legacy (CAL) Project, and our flagship program Doors Open Denver. Now in our fourth decade of operations, we are seeking a Program and Membership Coordinator to join the team in scaling our programs and increasing membership.

Position Overview

Reporting to the Program Manager and working closely with the President & CEO, the Program and Membership Coordinator is responsible for supporting numerous DAF programs, including membership. The Program and Membership Coordinator provides exceptional logistical organization and superior customer service and is excited to work in a small-but-fast-growing, entrepreneurial environment.

Youth Program Coordination (35%)

- Recruit firms and classrooms for participation in the CAL Project
- Order supplies and make deliveries to schools and firms as needed
- Support Program Manager with organization of training, program launch, and scheduling and conducting classroom observations
- Support Program Manager and CEO on new program initiatives and the return and/or reinvention of Box City
- Support evaluation, reporting, and improvement of youth programs
- Other responsibilities as programs continue to grow

Adult Program Coordination (40%)

- Manage ticketing and marketing for walking tours, hard hat tours, lectures and other programs via our website, social media and newsletter; compile reports and summaries
- Conduct research and community outreach to identify new program opportunities
- Oversight of volunteer recruitment efforts in partnership with Program Manager
- Staff tours and events (some evenings and weekends required)
- Support evaluation, reporting, and improvement of adult programs
- Other responsibilities as programs continue to grow

Administrative and Membership (25%)

- Salesforce database management in partnership with Program Manager and CEO, including creating records, maintaining accuracy, running reports, compiling data
- Support management of online document system (Dropbox, Google Drive), to include document and spreadsheet creation, management and updating of contact directories, and general organization of the drive.
- Membership management to include membership recruitment and retention, data entry and tracking, regular communications with members, membership renewal reminders and verification of membership for members only programming
- Provide administrative support to organization as needed, which could include fundraising, communications, Board of Directors support, and other responsibilities as needed

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Work Environment

While the Denver Architecture Foundation currently does not have an office this position will be approximately 60% remote and 40% in-person, with the potential of more in person work as we grow. In-person work is required for programs, events, and some meetings. Some weekends and evenings are required due to the nature of programming.

At-home work involves frequent use of a computer, with video and phone calls required. Events have various levels of physical requirements, including lifting and carrying materials, walking through buildings or along sidewalks, and use of stairs or elevators depending on the location.

Preferred Qualifications

This is an entry level position and we anticipate this individual being able to grow with the role and organization. However, it is helpful to have some or all of the following:

- 4 year degree or equivalent experience preferred
- Experience with CRM, Salesforce preferred
- Proficiency in or experience with the use of Microsoft Office, Google Suite, spreadsheets, email, internet, social media, website content management, email marketing services, online ticketing systems, surveying tools, and mobile technology
- Customer service experience
- Process-oriented
- Oral and written communication skills
- Ability to communicate effectively with diverse audiences
- Problem-solving, organizational, and planning skills
- High level of attention to detail
- Adaptability and flexibility
- Event planning experience (professional, extracurricular or otherwise)

Salary and Benefits

- The salary for this position starts at \$45,000
- \$30 monthly personal phone reimbursement
- Health and dental insurance covered by organization
- 401k (no company match)
- 15 days of Personal Time Off after 90 days, with supervisor approval
- Office closure during the week between Christmas and New Year's Day (12/25-1/1)
- 10 holidays
- Hybrid work environment
- Flexible work schedule