



Who are we?

The Pacific Battleship Center (PBC), doing business as the National Museum of the Surface Navy, is the fifth (5th) most popular tourist attraction in the greater Los Angeles area. As a historic ship museum, we're revolutionizing the way people experience history through multi-faceted programming, including on-site and virtual engagements for students, active-duty military and veterans, and community members.

Located on the Los Angeles Waterfront, the Battleship IOWA has welcomed millions of visitors since its opening in 2012. It is an exciting time for PBC as we are currently transitioning to become the National Museum of the Surface Navy by 2025.

What are we seeking?

PBC is seeking a **Development Coordinator** to join our Development department to support meeting strategic and financial goals and objectives of the National Museum of the Surface Navy at the Battleship IOWA. The coordinator will work closely with Development, Marketing, Events, Communications, and IT departments to manage our Plank Owner Program and implementation of our Loyalty Rewards Program ("Haze Gray"), and arrange monthly engagement events for our supporter base (both in-person and virtual).

The ideal candidate will possess outstanding customer service skills, have experience planning formal and informal gatherings, be adept with Microsoft Office Suite, and will be expected to be or become proficient with the Salesforce CRM system.

This position will work closely with our Events and IT teams to develop and document processes, to identify requirements, and will be heavily involved in the testing of new software systems which they will then use in the accomplishment of their tasks. The Coordinator will regularly communicate with supporters, including providing information relevant to the Plank Owner and Haze Gray programs, donations, and Development events.

Minimum Expectations and Responsibilities

Primary Responsibilities

- Works with Development Manager to plan, manage, and execute gatherings on a monthly basis to provide opportunities for supporters to visit, learn, and engage with special guest speakers from military, government, business, and other community organizations
- Works with Development Manager to create and execute campaigns and workflows for all Plank Owner and Haze Gray campaigns, including special events and promotions
- Works with development and IT team members to ensure the accuracy of data and the efficiency of computer systems and business processes, primarily relating to Salesforce CRM and the online Plank Owner and Haze Gray "back office" webpages
- Performs analysis on the performance of giving campaigns through the creation of Salesforce reports



Primary Responsibilities (cont'd)

- Collaborates with Marketing and Communications departments to ensure museum webpages, third party platforms, and associated email communications and acknowledgements are up-to-date and functioning properly
- Serves as the primary point of contact for the Plank Owner Program and Haze Gray Loyalty Rewards Program by email, phone and in person
- Responds to general Development Department inquiries, including processing donations, updating database information

Requirements

- 3+ years of non-profit and/or membership experience; preferably with progressively greater responsibility of comparable programs and functions.
 - 1+ years of experience planning events with attendance of up to 300 guests
 - Knowledge of marketing/communications techniques and strategies
 - Working knowledge of membership/fundraising database systems; experience with CRM preferred
 - Must have excellent customer service and, preferably, vendor negotiation experience
 - Ability to effectively work in a fast-paced, high-volume environment
 - Ability to communicate effectively verbally and in writing. Ability to proofread documents
 - Experience using a personal computer and with G-Suite, MS Office, and Zoom
 - Strong project management and follow-up skills
 - Incredibly organized and detail-oriented
 - Strong communication skills, both verbal and written
 - Comfortable managing workload in independent and team-based settings
 - Ability to prioritize tasks in a dynamic work environment
 - High integrity combined with tact and people skills
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The Pacific Battleship Center is seeking applicants who have demonstrated experience and commitment to working with a diverse community. Starting rate is **\$22.00 per hour with a salary review upon completion of a 60-day evaluation period**. Work schedule is a five (5) day work week, Tuesday-Saturday. Occasional overtime hours may be required.

Working Environment

Battleship IOWA is a dynamic, high-spirited, family-oriented working environment. The team is transparent, hard-working, supportive, and fun-loving which can feel very different from corporate environments. Your team members will be honest with feedback, yet incredibly supportive to help you learn and accomplish your goals. Maintaining a sense of humor is essential since we take a fun approach to our serious work! The organization is on a trajectory to rapidly expand over the next four years, which will open up additional positions and growth opportunities. We are proud of our initiatives to build a diverse crew from a variety of backgrounds. The role is physically located aboard the historic Battleship IOWA on the LA Waterfront in San Pedro, California.

Apply

To apply, please email your resume and cover letter to kaube@labattleship.com, expressing why you think you're a good fit for this role. *Resumes without a cover letter will not be considered.*