

**Cowichan Estuary Nature Centre (CENC)**  
**Administrative Coordinator Job Description *July 2022***

The CENC Administrative Coordinator (Coordinator) reports to and works under the direction of the Cowichan Estuary Nature Centre Society's Executive Director (ED).

**Nature Centre Administration**

- Maintain information systems, including ensuring collection of supporter and volunteer contact information and regular entry of this data into the Centre's database, as well as collecting monthly statistics (visitor, program participant #s, etc.) for the annual report and fundraising.
- Manage CENC cash system, support the volunteer team in the operation of the CENC Gift Shop, inventory, and ensure that volunteers are appropriately oriented to processing donations, sales and tracking procedures.
- Assist with financial procedures, recordkeeping, reporting, and do bank deposits.
- Manage billing and payment for school and other CENC programs and bookings.
- Provide data to the CENC Treasurer for development and review of CENC budgets and work within those budgets.
- Ensure maintenance of CENC supplies and equipment.
- Respond to phone calls, emails, and general inquiries in a timely manner.
- Submit a brief monthly report on CENC activities to the ED prior to monthly Board meetings.

**Nature Centre Educational Programming and Projects**

- Supervise and support the CENC education team with the support of the CENC education team lead (contractor) in further developing and delivering the Centre's education programming, and in other aspects of carrying out the duties described in their job description, with the support of the CENC Executive Director.
- Supervise and support the CENC EcoAction Project Coordinator in carrying out the duties described in their job description and meeting the EcoAction Project deliverables, with the support of the CENC Executive Director.
- Supervise and support the CENC summer camp coordinator and leadership team (summer students) as they plan and deliver Summer Camp programming.
- Manage school program scheduling and Summer Nature and Science Camp registrations with the support of the CENC summer camp coordinator and the CENC education team lead.
- Work together with the CENC Treasurer, and with the support of the CENC education team lead, to develop education program budgets so that education programs & camps remain both accessible and income-generating, and ideally continue to develop as an income stream for the Centre.
- Review and approve program bursary applications within program guidelines and track the bursary program budget.
- Ensure data on programs participation is collected for annual reports, funding applications and planning.
- Work with the Executive Director to ensure that staff and contractors are meeting and tracking deliverables for grant-funded educational projects.

### **Communications and Outreach:**

- Update CENC website (WordPress platform), including calendar of events as needed.
- Assist with outreach via social media.
- Communicate with supporters and donors via email using MailChimp software, including creating periodic CENC updates /newsletters, periodic donation requests, and send donor thank you notes and receipts, working with the support of the Executive Director.
- Create event and program postings for community and local newspaper on-line calendars, and media releases working in collaboration with the Executive Director, and track earned media using the CENC's media contact list.
- Create posters, reports, slide shows and other graphic communications, including temporary displays as needed and as time allows, with the support of the Executive Director.

### **Volunteer Recruitment, Coordination & Support**

Working in collaboration and with and support the CENC Volunteer Coordination Team to:

- Orient and train new volunteers, including with CENC systems and procedures, including security systems, computer systems, telephone, internet and point of sale systems.
- Ensure volunteer coverage for shifts for open hours and assistance with school programming.
- Support, communicate with and appreciate volunteers regularly, including organizing twice yearly volunteer appreciation events.
- Maintain and update volunteer communications systems and the volunteer handbook as needed.
- Maintain a system to collect data on visitor numbers.

### **Fundraising, grant writing, donor development and events**

Working in collaboration and with the support of the Executive Director and the CENC Volunteer Fundraising Team to:

- Help coordinate and work with the CENC board and volunteers on community fund-raising events.
- Create event posters.
- Assist with grant writing, both for operational funding and project grants as time allows, working with the CENC Executive Director. Write or assist with writing reports to funders working with the CENC Executive Director and Treasurer.
- Cultivate individual and corporate donors, including thank-yous and donor recognition.
- Assist in maintaining the donor database.

### **Exhibits and Display Maintenance**

- Monitor functioning of existing exhibits and displays, maintenance needs, and keep the aquarium tech, volunteer maintenance team and/or the ED/Board aware of needs.
- Provide supervision to contractors working on exhibits and displays under development.
- Assist in recruiting donor sponsorship of exhibits and displays and update donor recognition.

### **Facility Maintenance**

With the support of the CENC volunteer maintenance team:

- Ensure maintenance of security systems, computer systems, telephone, internet and point of sale systems, notifying the Executive Director of issues.
- Recruit, train, and coordinate volunteers to keep the centre clean and free of hazards.
- Monitor the need for building repairs, address issues as able and alert the maintenance team and Executive Director as needed, including ensuring the necessary supervision of volunteers and/or contractors.