

Customer Service Coordinator

Summary

Status: Full-Time; Exempt

Starting Salary: \$38,000 - \$45,000 + benefits package

Reports to: Director of Development

Schedule: Work week will include semi-regular weekend days and 1 – 2 evenings per week, with seasonal variance.

Summary Description: The Customer Service Coordinator supports the full lifecycle of Indiana Landmarks-sponsored public programs and internal events, from information gathering and logistics coordination to day-of operations and post-event stewardship. This includes significant cross-departmental collaboration to deliver consistent, high-quality guest experiences while maintaining accurate systems, strengthening donor and member relationships, and advancing the organization's mission and revenue goals.

Details

Organization

A private nonprofit supported by a diverse membership base and guided by a volunteer board, **Indiana Landmarks** revitalizes communities, strengthens connections to our diverse heritage, and saves meaningful places. From its state headquarters in Indianapolis's historic Old Northside neighborhood, the organization operates eight regional offices across the state. These offices, staffed by dedicated professionals, provide expertise and resources to help local communities save and repurpose historic sites. Indiana Landmarks' wide-ranging operations include grant and loan programs, rescuing and rehabilitating endangered properties, buying and selling real estate, easement protections, preservation advocacy, and educational initiatives including tours, lectures, workshops, publications, and partners on a major annual statewide conference.

Position Description

Based at our headquarters in Indianapolis, the Customer Service Coordinator at Indiana Landmarks plays a vital role in advancing Indiana Landmarks' mission by facilitating meaningful experiences that inspire deeper engagement with our community. This position supports the full lifecycle of public programs and internal events—from information gathering and logistics coordination to day-of operations and post-event stewardship. Serving as a member of the Development team, the Customer Service Coordinator ensures that every interaction strengthens relationships with guests, current & future members, and donors, ultimately advancing the organization's long-term mission and associated goals.

The Customer Service Coordinator reports directly to the Director of Development, but works collaboratively across departments (including Marketing, Development, Special Events,

Education, Volunteer and our Regional Offices) to ensure programs run smoothly, customer service is timely and consistent, and event platforms and data remain accurate and well managed.

Customer Service & Guest Experience (35%)

- Serve as the primary point of contact for Indiana Landmarks program and event inquiries across phone, email, web submissions, and relevant social media escalations.
- Manage ticketing changes, refunds, and exchanges in alignment with organizational policies; review for pricing discrepancies and escalate exceptions as needed (some proactive outreach required).
- Create and maintain customer-facing FAQs and internal scripts to ensure consistent, high-quality service delivery.
- Confirm staffing coverage for day-of operations, including occasional support for Indiana Landmarks-sponsored events occurring outside standard business hours.
- Provide backup coverage for the Front Desk as staffing needs arise.

Event Support (25%)

- Receive and quality-check internal program/event order forms, reviewing for completeness, missing details, discrepancies, and scheduling conflicts.
- Build and coordinate registration in Eventbrite, FareHarbor, RegFox, and/or other event management and ticketing platforms; collaborate with Marketing to ensure accurate event copy, branding, and presentation.
- Maintain a centralized source of truth for event timelines, details, and status updates; support processes that ensure timely and accurate information sharing across departments.
- Coordinate internal meetings, trainings, and board meetings, as requested.

Execution & Stewardship (20%)

- Support day-of event operations, including site readiness, checklists, materials, wayfinding, and escalation management.
- Conduct post-event follow-up, including bulk communications, surveys, issue resolution, and individualized warm handoffs to membership staff for continued stewardship.
- Track customer and event feedback to identify and recommend opportunities for process improvement.
- Provide backup coverage for the Development Team as staffing needs arise.

Data & Systems Management (20%)

- Ensure accurate preparation and export of rosters, attendee lists, and ticketing information; reconcile attendance against ticketed sales. Prepare nametags for programs and events as needed.
- Coordinate data syncing with CRM and email marketing systems (eg. Constant Contact or Mailchimp) to support accurate records and targeted outreach.
- Collaborate with Finance on payout reports, reconciliation, and exception handling.

- Document and maintain standard operating procedures for event platforms, CRM syncs, and communications best practices.
- Maintain key performance indicators related to customer service, response times, event accuracy, refund rates, and engagement metrics.

Organizational Commitment

As a member of our team, every employee is expected to:

- **Embrace Change and Growth:** Demonstrate adaptability and resilience as the organization evolves, maintaining a positive, solution-oriented approach to shifting priorities, processes, and goals.
- **Align with Strategy:** Understand how individual responsibilities connect to the organization's mission, vision, and strategic priorities, and actively contribute to achieving these goals.
- **Foster Collaboration:** Work effectively across teams and departments, share knowledge and resources, and build strong, respectful relationships with colleagues.
- **Communicate Openly:** Promote a culture of trust through clear, constructive, and inclusive communication, offering and receiving feedback to strengthen individual and team performance.
- **Innovate and Improve:** Identify opportunities to enhance processes, services, and systems by contributing ideas and creative solutions that support ongoing improvement.
- **Commit to Learning:** Engage in ongoing professional development, remaining curious and open to new tools, methods, and perspectives that enhance effectiveness and adaptability.

Qualifications:

- Bachelor's degree and 1–3 years of experience in event coordination, customer service, development, hospitality, or guest experience (nonprofit experience preferred).
- Experience with event platforms (Eventbrite, FareHarbor, RegFox or similar), CRM systems (Salesforce or Foundant a plus), email marketing (Constant Contact or Mailchimp) and Microsoft Excel.
- Strong verbal and written communication skills, including customer relationship building and issue resolution.
- Proven ability to work cross-functionally and manage multiple competing timelines.
- High attention to detail.
- Adaptability and effectiveness in a fast-paced, dynamic environment.
- Commitment to Indiana Landmarks' mission, values, and steadfast support for equity and inclusion.
- Belief in community revitalization rooted in preservation and heritage.
- Residency in Indianapolis or willingness to be physically present in the Indiana Landmarks Center at 1201 Central Avenue, Indianapolis, home of our headquarters.

- Ability and willingness to work a flexible schedule, including semi-regular weekend days and 1 – 2 evenings per week, with seasonal variance; and to regularly travel to program sites within Indianapolis.

Benefits and Work Environment:

Salary Range: \$38,000 - \$45,000 annually

- **Comprehensive Benefits Package:** Health, dental, vision, and life insurance; retirement plan with employer match; and additional employee benefits.
- **Work–Life Balance:** Fourteen paid holidays, generous vacation time, and dedicated staff appreciation days.
- **Impactful Work:** Opportunity to shape the future of an organization committed to preserving historic places and stories that stand the test of time.
- **Supportive Environment:** Collaborate with a team that values your contributions, fosters professional growth, and encourages leadership and teamwork.

Physical Requirements:

The physical demands described below represent those that an individual must meet to perform the essential functions of this position successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- Ability to work effectively in a fast-paced office environment.
- Ability to sit or stand for extended periods and move intermittently throughout the workday.
- Ability to push, pull, lift, carry, or move objects weighing up to 20 pounds.
- Strong speaking and listening skills.
- Adequate sensory abilities, including clear vision, good hearing, and manual dexterity.
- Ability to perform focused work with close attention to detail.
- Proficiency in operating standard office equipment, including computers, copiers, and telephones.
- Ability to interact professionally with others in person, by phone, email, and written correspondence.
- Ability to drive as needed for organizational business.

How to Apply:

Send a resume and cover letter to Jennifer Hiatt, jhiatt@indianalandmarks.org, by March 20, 2026. Applications will be processed on a rolling basis, but all received on or prior to this date will be given consideration.