



## CHEYENNE MOUNTAIN ZOO Job Description

**Position Title:** Development Assistant  
**Department:** Development  
**Reports to:** Director of Development  
**Supervises:** N/A  
**FLSA Status:** Non-Exempt

**POSITION SUMMARY:** This position is primarily responsible for supporting the Philanthropy Department in all areas as needed. This position is non-supervisory in nature. Adheres to and supports all organizational policies and procedures and standards. Promotes teamwork!

### QUALIFICATIONS AND REQUIREMENTS:

- Minimum of 3 years experience working as an assistant in an office environment
- Working knowledge of Blackbaud's Altru highly preferred
- Working knowledge of Lexis/Nexis highly preferred
- This job requires flexibility in work schedule with week day, weekends, evenings and occasional late nights as necessary to fulfill job duties.
- Must have excellent written and verbal communication skills and demonstrate the ability to interact clearly and effectively with both internal and external customers.
- Must have a valid driver's license and must be insurable as a Zoo Driver
- Must submit to and pass a pre-employment drug/alcohol screening and criminal background check.
- Must be able to provide proof that you can legally work in the United States.
- Skilled in establishing and maintaining effective working relationships with co-workers, vendors, donors, members, Zoo staff, and the public.
- Must have a high attention to detail
- Take ownership and pride in responsibilities
- Possess the ability to organize and prioritize while working with strict deadlines
- Ability to make good decisions regarding animals, guests and the organization.
- Ability to remain calm under pressure
- Able to work alone or with minimal day-to-day supervision
- Ability to work at a fast pace while still paying attention to details
- Superior customer service skills

### RESPONSIBILITIES AND DUTIES:

#### ORGANIZATIONAL EXPECTATIONS:

- Ensure discretion with confidential information.
- Maintains courteous, helpful and professional behavior on the job. Will support the success of the entire team by promoting a collaborative work environment.
- Adheres to all CM Zoo Policies and Procedures, CM Zoo Safety Policies and Procedures, USDA guidelines and OSHA safety guidelines.
- Consistently contributes to problem-solving and cooperates with identified resolutions.
- Must demonstrate regular attendance and punctuality.
- Brings issues and process improvement ideas to the attention of the Supervisor.
- Maintains verbal and written skills required for the position.
- Attends meetings and participates in committees as required.



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- Completes trainings as required.
- Adheres to Company Dress Code Policy. Always "Zoo Crisp!"
- Demonstrates appropriate level of time management in support of co-workers and the entire team.
- Represent the Zoo in a professional manner

#### **POSTION EXPECTATIONS:**

To include, but are not limited to the following:

- Prepare consistent weekly/monthly/yearly reports as needed
- Assist in the creation of all donor gifts and make deliveries as needed
- Assist with list management in Altru for mailings and events
- Responsible for running campaign pledge reminder reports monthly and sending reminders.
- Assist with donor research as needed
- Assemble, hand address and send mailers for membership and other fundraising programs
- Schedule all behind the scene tours for the department and participate in VIP tours if needed
- Responsible for sending email blasts for membership, adopt and other fundraising programs
- Responsible for email clean-up (i.e. bounced, remove list etc.)
- Responsible for the printing, addressing and mailing of the President's behind the scenes letters
- Support the Membership program with specific projects and daily administrative tasks
- Assist in the implementation of various donor events and parties, including Zoo Ball
- Assist in the collation, stuffing, addressing and mailing of the Annual Fund solicitation
- Attend all donor and membership events as needed.
- Must develop a good working knowledge of the Zoo's donor database (Altru) and have the capacity to create and run queries.
- Provide administrative support for all fundraising programs and capital campaigns as assigned
- Provide administrative support to the Vice President of Philanthropy and Marketing as needed
- All other duties as assigned.

#### **INDEPENDENT ACTION**

Must be a self-starter, take initiative, possess a high level of multi-tasking ability under high degree of pressure and be able to work with limited supervision.

#### **EXTERNAL AND INTERNAL RELATIONSHIPS**

Must be a cooperative and collaborative member of the team and able to handle interruptions and requests for information and assistance from employees with an attitude of good customer service.

#### **PHYSICAL DEMANDS AND WORKING CONDITIONS:**

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical Requirements - While performing the duties of this job, the employee is frequently required to stand; walk; lift heavy objects; sit; use hands to finger, handle or feel objects, tools, or controls; talk, see, hear and smell. Responsible for handling all types of animals, engaging guests in animal husbandry practices or interpretive programs. The employee is occasionally



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required to reach and stretch with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may be required to endure extremes in temperature and may work in hazardous environments where personal protective equipment is required. Requires full range of body motion, manual and finger dexterity, and eye-hand coordination; requires the ability to use department equipment, to communicate effectively; requires standing, walking, sitting (possibly for long periods of time) and performing repetitive tasks (including working on the computer) for up to the entire work day; requires the ability to lift/carry up to 25 pounds using appropriate body mechanics.

- Visual, Hearing and Communication Requirements - Requires corrected vision and hearing to within normal range, with or without reasonable accommodation.
- Environmental Conditions – Working in a closed office environment and an outdoor environment. Work space may be shared. Working conditions may be noisy with fluctuating indoor and/or outdoor temperatures. May be exposed to a risk of bodily injury through contact with moving instrumentation, substances, animal attack, communicable diseases, outdoor weather conditions and other conditions common to an office or Zoo environment. Subject to exposure to animals or Guests which may have the potential for physical aggression. Subject to unpleasant odors. May be exposed to wet/humid/sunny conditions.
- Pressure Factor - Requires working under stressful conditions. Moderate to high pressure to meet scheduled and recurring deadlines.

### Acknowledgement

**I have read and understand the above job description; and I can perform the essential functions of this position and ensure that the Organization's Quality Systems, Policies, Goals and Objectives are met and maintained.**

\_\_\_\_\_  
Print name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date