



CHEYENNE MOUNTAIN ZOO Job Description

Position Title: Membership and Donor Records Coordinator
Department: Development
Reports to: Membership and Annual Gifts Manager
Supervises: N/A
FLSA Status: Non- Exempt

POSITION SUMMARY: Supports the Development Department by fulfilling all fundraising programs, including membership renewals and batching for general operations, restricted funds, Capital Campaigns and grants. Requires a proficiency in donor database systems (Blackbaud's Altru) to assist the Manager of Membership and Annual Gifts in pulling accurate reports, noting donor recognition and creating mailing lists for the Development Department. This position is non-supervisory in nature. Must carry out excellent customer service and maintain professional working relationships internally. Is a team player!

QUALIFICATIONS AND REQUIREMENTS:

- Minimum of 3 years experience working in a non-profit development office is preferred.
- Working knowledge of Blackbaud's Altru donor database 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.
- 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, donors, members, Zoo staff, and the public.
- Must have a high attention to detail.
- Must take ownership and pride in responsibilities.
- 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.

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.



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- 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.
- 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.
- Represents the Zoo in a professional manner.

DEPARTMENTAL EXPECTATIONS:

To include, but are not limited to the following:

Fulfill membership program needs :

- Batch money; prepare membership collateral for mailing.
- Send top member thank you letters and renewals as needed.
- Process additional donations associated with member sign-up and approval.
- Provide support for all membership events as assigned.
- Fulfill fundraising programs needs:
 - Process all online orders and electronic transfers for all fundraising programs.
 - Batch donations; prepare thank you letters and fulfill benefit mailings for all fundraising programs and gifts including: Adopt an Animal program, Elephant Tile Barn program, the Annual Fund, Capital Campaigns, Zoo Ball, Grants and Bench program.
 - Provide support for fundraising events as assigned.
- Fulfill Memorials and Honorariums:
 - Batch donations; send thank you letters and honoree notifications for all memorial gifts.
 - Cross train with Development Coordinator.
- Other duties as assigned.

RESPONSIBILITIES AND DUTIES:

INDEPENDENT ACTION

Must be self-sufficient, take initiative to learn, 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.



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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 feel objects, tools, or controls; talk, see, hear and smell. The employee is occasionally required to reach and stretch with hands and arms; stoop, kneel or crouch. The employee may be required to endure extremes in temperature. 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