



## CHEYENNE MOUNTAIN ZOO Job Description

**Position Title:** Membership & Annual Gifts Specialist  
**Department:** Development  
**Reports to:** Membership and Annual Gifts Manager  
**Supervises:** N/A  
**FLSA Status:** Non- Exempt (20-29 hours, to be determined)

**POSITION SUMMARY:** The Membership & Donor Records Associate supports the Membership and Development Departments by fulfilling all membership fundraising programs, including small giving programs such as Adopt an Animal, Tiles and more. Requires a proficiency in donor database systems (Blackbaud's Altru) to assist the Manager of Membership and Annual Gifts in pulling accurate reports, ensuring accurate donor recognition and assisting in record keeping and database management. A "Jack-of-all-trades," the Membership and Programs Specialist will be familiar with all aspects of the membership department and will provide support throughout the department when needed. This position is non-supervisory in nature. Must carry out excellent customer service and maintain professional working relationships internally and externally.

### QUALIFICATIONS AND REQUIREMENTS:

- Minimum of one year of experience working in a non-profit development office preferred
- Working knowledge of Blackbaud's Altru or other donor database preferred
- 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 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 exceptional 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 close attention to details
- Must have superior customer service skills

### ORGANIZATIONAL EXPECTATIONS:

- Ensure discretion with confidential information at all times
- Maintain courteous, helpful and professional behavior on the job
- Will support the success of the entire team by promoting a collaborative work environment
- Adhere to all CM Zoo Policies and Procedures, CM Zoo Safety Policies and Procedures, USDA guidelines and OSHA safety guidelines
- Consistently contribute to problem-solving and cooperate with identified resolutions



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- Must demonstrate regular attendance and punctuality
- Bring issues and process improvement ideas to the attention of the Supervisor
- Maintain verbal and written skills required for the position
- Complete trainings as required
- Adhere to Company Dress Code Policy. Always "Zoo Crisp!"
- Demonstrate appropriate level of time management in support of co-workers and the entire team
- Represent the Zoo in a positive and professional manner

### **DEPARTMENTAL EXPECTATIONS:**

To include, but are not limited to the following:

#### Fulfill membership program needs :

- Prepare and send membership materials as needed
- Send 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
- Responsible for learning all aspects of membership: levels, prices and benefits
- Provide customer support to members for all transactions, including: sign-up, renewal, upgrade, assistance, etc., by email, phone and at membership window
- Cross-train in all membership program areas and provide support where needed

#### Fulfill fundraising program needs:

- Prepare thank you letters and fulfill benefit mailings for all fundraising programs and gifts including: Adopt an Animal program, Elephant Tile Barn program, Monthly Giving and more
- Provide support for fundraising events as needed
- Cross-train in all fundraising program needs and provide support where needed

#### Fulfill development department needs :

- Cross-train in development programs and provide support where needed

All other duties as assigned



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**BENEFITS AND COMPENSATION (for Part-time Staff)**

This Position includes PTO dependent on how many hours are worked; a zoo membership; and discounts on concession and gift shop purchases. Compensation for this position will be from \$17.00-19.00 per hour.

**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