



CHEYENNE MOUNTAIN ZOO

Job Description

Position Title: Membership and Annual Gifts Manager
Department: Development
Reports to: Vice President of Development & Marketing
Supervises: Membership staff
FLSA Status: Exempt, Administrative

POSITION SUMMARY: Manages the Membership and Annual Gift Programs including renewals and member events. Develops proficiency with Blackbaud's Altru donor database to support the Development Department's need for accurate reports, donor notes, recognition and mailing lists. This position is part of the senior staff team. Promotes professional working relationships with both internal and external customers. Adheres to and supports all organizational policies and procedures and standards.

QUALIFICATIONS AND REQUIREMENTS:

- Minimum of 5 years' experience working in a non-profit development office is preferred.
- Working knowledge of Blackbaud's Altru donor database 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 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.



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- Adheres to Company Dress Code Policy. Always "Zoo Crisp!"
- Represent the Zoo in a professional manner

SUPERVISORY EXPECTATIONS:

- Must maintain calm and professional demeanor.
- Exercises job-related judgment and knowledge
- Responsible for the overall supervision of Membership Staff, including orientation, counseling, training, scheduling, disciplinary actions (with HR assistance).
- Provides guidance and regular coaching to employees.
- Assigns tasks fairly and appropriate to job responsibilities
- Required to maintain detailed supervisory notes documenting counseling and coaching interactions.
- Must address disciplinary issues in a timely manner applying Company policy.
- Ensures that performance evaluations are conducted thoroughly and in a timely manner
- Communicates goals and expectations clearly and effectively with direct reports.

DEPARTMENTAL EXPECTATIONS:

To include, but are not limited to the following

- Manage the overall Membership program.
- Initiate planning and oversee the direct mail acquisition.
- Ensure e-mail and mail renewals are sent out according to prescribed schedule.
- Keep front entry/admissions staff updated and trained on current membership promotions and renewal offers.
- Plan and implement 3-4 value added membership exclusive events.
- Plan and implement the Conservator Breakfast and Patron/Patron Gold Membership Dinner.
- Develop a strategy for recruiting and upgrading members to higher levels.
- Manage Adopt an Animal: ensure regular appearances in social media; develop and mail the Valentine AAA mailing; update "parents" on website look for ways to grow the program and keep it fresh.
- Manage Tile Program. Coordinate with engraver, mason; communicate with donors when tiles are installed etc.
- Seek excellence in providing database management and list management. Evaluate protocols; check for consistency in data entry and clean up as needed; understand queries and support the department by setting up queries and running reports to gather specific member and donor data
- Develop new and innovative ways to provide more value to members and recognize long-time members



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- Continually look for ways to increase participation in current programs, such as monthly giving and corporate membership and/or create new fundraising programs
- Run queries and assist in the management of lists for the Year End appeal
- Prepare consistent weekly/monthly/yearly reports as needed
- Attend donor events including Zoo Ball as needed
- Manage postal accounts
- Order/maintain supplies for all programs (i.e. renewal forms for AAA, Membership, membership cards etc...). Update collateral materials once a year in coordination with the Marketing Department.
- Cross train with Member and Donor Records Coordinator
- Play a role in the Zoo's Emergency Response Team
- 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.

BENEFITS AND COMPENSATION (for full-time staff)

This Position is a fully benefited position including group medical, dental, vision, life, and disability insurance; paid holidays, vacation & sick time; retirement plan; a zoo membership; eligibility for the bonus program; and discounts on concession and gift shop purchases. Compensation for this position is \$60,000-70,000.