



CHEYENNE MOUNTAIN ZOO Job Description

Position Title: Donor Engagement Coordinator
Department: Development
Reports to: Director of Development
Supervises: N/A
FLSA Status: Non-Exempt

POSITION SUMMARY: This position is responsible for supporting the Development Department in all areas as needed, but has a specific focus on donor engagement. This position requires a creative, organized and hard-working person that will help ensure donor engagement, satisfaction, and retention, as well as provide daily administrative support to the entire department. The Donor Engagement Coordinator will be part of all fundraising programs and events. This position oversees our donor birthday and VIP Delivery programs, as well as utilizes our data management system to aid in all areas of fundraising.

This position is full-time and non-supervisory in nature. Adheres to and supports all organizational policies and procedures and standards. Promotes teamwork!

To apply: Please send your cover letter and resume (both documents are required for consideration) to Kelley Parker, Director of Development, at kparker@cmzoo.org. Please type "Donor Engagement Coordinator Candidate" in the subject line. No phone calls, please.

QUALIFICATIONS AND REQUIREMENTS:

- Experience working in fundraising preferred
- Excellent communication skills, both written and verbal
- 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.
- Must submit to and pass a pre-employment drug/alcohol screening
- Skilled in establishing and maintaining effective working relationships with co-workers, vendors, donors, members, Zoo staff, and the public.
- Must have excellent attention to detail
- Must take ownership and pride in responsibilities
- Must possess the ability to organize and prioritize while working with strict deadlines
- Must possess the ability to make good decisions regarding animals, guests and the organization.
- Must possess the ability to remain calm under pressure
- Must be able to work alone or with minimal day-to-day supervision
- Must be able to work at a fast pace while still paying close attention to details
- Must have superior customer service skills



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RESPONSIBILITIES AND DUTIES:

ORGANIZATIONAL EXPECTATIONS:

- Ensure discretion with confidential information.
- 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.
- 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.
- Attend meetings and participate in committees as required.
- 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 professional manner

POSTION EXPECTATIONS:

To include, but are not limited to the following:

- Create and implement programs that foster a culture of appreciation, recognition, and ongoing engagement with our donors
- Create original donor content including videos, invitations, updates, etc.
- Develop and implement engagement techniques such as fall and spring "surprise" deliveries, birthday deliveries, special occasion recognition, etc.
- Prepare consistent weekly/monthly/yearly reports as needed
- Assist with list management in Altru for mailings and events
- Responsible for running campaign pledge reminder reports monthly and sending reminders.
- Assemble, hand address and send mailers for fundraising programs
- Participate in donor and VIP tours as needed
- Responsible for sending email blasts for fundraising programs
- Responsible for the printing, addressing and mailing of the President's behind the scenes letters
- 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
- Coordinate with volunteers to help assemble mailings and other projects
- Attend all donor 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.



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- Assist with/lead donor tours when needed.
- Participate as an active member of the Development team.
- Provide administrative support for all fundraising programs and capital campaigns as assigned
- Provide administrative support for the entire Development Department 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 a positive attitude.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

This position is located at Cheyenne Mountain Zoo. Candidates must be willing and able to work on mountain terrain and in any weather.

BENEFITS AND COMPENSATION

This Position is a fully benefited position including group medical, dental, vision life, and disability insurance; paid holiday, 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 will be in the range of \$34,000 to \$37,000 annually based on qualifications and experience.