



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 and batching for all fundraising programs, including new and renewing membership. 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. Must be 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 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.

ORGANIZATIONAL EXPECTATIONS:

- 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.
- Represents the Zoo in a professional matter at all times.



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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 program 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.
- Provide support for fundraising events as assigned.

Cross train with the Donor Engagement Coordinator:

- Includes batching and thank you letters for capital campaigns, Annual Fund, memorials and more.

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.

ACCURACY AND EFFECTIVE TIME MANAGEMENT

The need for timeliness for other required activities creates pressure. The ability to prioritize tasks and use time effectively is essential.

RESPONSIBILITY FOR CONFIDENTIAL INFORMATION

This position handles highly sensitive information. Total confidentiality and discretion are mandatory regarding business information and other sensitive information.



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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 will be from \$17.50-19.00.

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