



CHEYENNE MOUNTAIN ZOO

Job Description

To Apply:

Please send resume, cover letter and salary requirements (submissions will not be considered without all three) to Tracey Gazibara, Vice President, tgazibara@cmzoo.org. Please, no phone calls.

Position Title: Membership and Annual Gifts Manager

Department: Development

Reports to: Vice President

Supervises: Two, part-time staff

FLSA Status: Exempt

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. Promotes professional working relationships with both internal and external customers. Adheres to and supports all organizational policies and procedures and standards. Promotes teamwork!

DEPARTMENTAL EXPECTATIONS:

To include, but are not limited to the following:

- Manage the 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 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 appearance in social media; develop and mail the Valentine AAA mailing; look for ways to grow the program and keep it fresh.



CHEYENNE MOUNTAIN ZOO

Job Description

- Provide capital campaign assistance: batch pledges and pledge payments; send thank you letters, acknowledgement and receipt letters when required; prepare pledge reminder report to generate reminder letters by the 15th of each month; maintain a Donor Recognition list by gift size and donor requested wording.
- Coordinate the Tile Program. Batch money; prepare thank you letters; coordinate with engraver, mason; communicate with donors when tiles are installed.
- 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 memberships and recognize long-time members.
- Maintain "spots".
- Manage list development for the Year End appeal.
- Responsible for the check-in and check-out process at Zoo Ball.
- Prepare consistent Weekly Reports.
- 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 and Development Coordinator.
- Play a role in the Zoo's Emergency Response Team.
- Other duties as assigned



CHEYENNE MOUNTAIN ZOO

Job Description

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 submit to and pass a pre-employment drug/alcohol screening and criminal background check.
- 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.
- Brings issues and process improvement ideas to the attention of the Supervisor.
- Maintains verbal and written skills required for the position.



CHEYENNE MOUNTAIN ZOO

Job Description

- 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.
- Represent the Zoo in a professional manner

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.

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 finger, handle or feel objects, tools, or controls; talk, see, hear and smell. Responsible for handling all types of animals, engaging guests in animal husbandry practices or interpretive programs. The employee is occasionally required to reach and stretch with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may be required to endure extremes in temperature and may work in hazardous environments where personal protective equipment is required. 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



CHEYENNE MOUNTAIN ZOO

Job Description

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