



IOWA'S WILDEST ADVENTURE

POSITION TITLE: Donor and Member Coordinator

DEPARTMENT: Development

REPORTS TO: Donor and Member Relationship Manager

FLSA STATUS: Non-exempt

EMPLOYMENT STATUS: Full-time

EFFECTIVE DATE: September 1, 2016

Position Summary: Primary responsibilities are to develop and support all member/donor activities of Blank Park Zoo, including but not limited to cultivation and solicitation of membership/fundraising, prospect generation, outreach/presentations, event organizing, database entry to support the mission, fundraising and attendance goals of the Zoo.

Essential Duties and Responsibilities:

The essential functions include, but are not limited to the following:

Community Presence Development

Under the direction of the: Donor and Member Relationship Manager coordinate, solicit and host community presence activities/events.

- Host membership and fundraising tables at all zoo sponsored events. For example but not limited to, Night Eyes, Zoo Brew, Eggstravaganza, Membership exclusive events
- Host zoo/membership tables/community presence activities /promotions (in conjunction with: Donor and Member Relationship Manager direction)
- Plan and serve as on-site contact /implement membership/ donor stewardship days/events (working with events team members)
- Act as liaison/spokesperson and coordinate Behind the Scene tours and events/activities
- Expand and develop partner benefits for Zoo/members (in collaboration with development managers)

Outreach/Fundraising/Constituent Relationship Management

- Coordinate donors and prospects \$250 or below and/or assigned business/corporations
- Conduct prospect research of existing and potential members/donors
- Coordination of symbolic animal adoption, employee giving and honor/memorial programs. Gift processing for above mentioned programs.
- Conduct daily/weekly outreach cold calling/prospect research and cultivation/development activities

- Meet annual membership and fundraising goals and conduct evaluation activities.
- Coordinate membership/donor benefits and promotions to both current and lapsed members, evaluate based on memberships sold and member feedback.
- Coordinate, update and market Wish list and Giving Tree annually
- Support direct mail appeals in conjunction with : Donor and Member Relationship Manager

Membership/Administrative

- In collaboration with Development Coordinator – process and complete data input
- Provide exceptional customer service by Answering of Membership HotLine and Email Inquiries
- Entering new and renewing membership records
- Processing members sold at admissions
- Supporting Database Coordinator with records for Living History Farms and Science Center of Iowa as part of bi and tri membership programs
- Process timely donor acknowledgments, including thank you letters, phone calls, etc.
- Support, resolve, document donor/member questions and/or concerns
- Report monthly status of annual campaigns, trends, demographics and attendance
- Process donation requests as needed

Other

- Implement and evaluation of above programs including evening and weekend efforts.
- Implement strategy designed to accomplish yearly budgetary and strategic goals.
- Participate as member of Development Department aiding with all Zoo Development Activities
- Complete other duties as assigned

Minimum Qualifications (Knowledge, Skills and Abilities)

Education

Associates Degree in business related field preferred

Work Experience

A minimum of two (2) years of administrative or other related experience required

Knowledge/Skills/Abilities

- Experience including phone and sales outreach, prospect/cold calling and strong presentation skills. Business development or outside sales an asset
- Exceptional writing, time management, planning, detail oriented, with strong organizational skills
- A professional and superior member/donor focused service approach
- Excellent interpersonal skills and ability to work with diverse constituencies. Strong listening, problem solving skills and good decisions making
- Ability to work independently and as team player and manage multiple projects simultaneously
- Creative and analytical abilities to prepare communication materials and implement plans for successful campaigns, events and outcomes.
- Ability to work with complex member/donor database products.
- Commitment to highest level standards of professionalism and fundraising best practice.

- Proven reliability
- Must have a valid Iowa Driver’s License
- Ability to work a varied schedule including evenings and weekends

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made.

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this position include those required for reading, writing and typing. Employee will be required to work outside in various weather conditions occasionally.

Note:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

Reviewed with employee by:

 Manager’s Name

 Date

Received and accepted by:

 Employee’s Name

 Date

The Blank Park Zoo is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.