



CHEYENNE MOUNTAIN ZOO Job Description

Position Title: Membership & Annual Gifts Assistant
Part-time hourly (29 hours per week maximum)
M-Th: 8-3pm; F: 9-3pm (eligible for up to two weeks PTO)

Department: Development

Reports to: Membership and Annual Gifts Manager

Supervises: N/A

FLSA Status: Non- Exempt

POSITION SUMMARY: This position is responsible for supporting the clerical tasks related to the Membership and Annual Gifts department, including data entry, donor record management, membership and donation processing, donation program fulfillment and providing general customer service. Must promote professional working relationships with both internal and external customers. Must adhere to and support all organizational policies and procedures and standards with great attention to detail. Is a team player in a high energy, fast-paced environment!

To apply: Please review the **Qualifications and Requirements** section below. Send resume, cover letter, and salary expectations to erepp@cmzoo.org. No phone calls please.

QUALIFICATIONS AND REQUIREMENTS:

- Minimum of 1 year experience working in a non-profit development office is preferred.
- Computer Proficiency in Word, Excel, internet and email.
- Working knowledge of Blackbaud's Altru donor database is preferred.
- 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 creative problem-solving skills.
- Must have a high attention to detail while multi-tasking.
- Must organize and prioritize while working with strict deadlines, with the ability to (re)prioritize and communicate daily tasks as needed.
- Demonstrates appropriate level of time management in support of the entire team.
- Ability to remain calm under pressure.
- Ability to research, draw conclusions and summarize data for discussion and review.
- Will take ownership and pride in responsibilities.
- Must be 18 years of age or older.
- 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.
- Must have a valid driver's license and be insurable as a driver in the state of Colorado.

ORGANIZATIONAL EXPECTATIONS:

- Ensures discretion with confidential information.
- Maintains courteous, helpful and professional behavior on the job. Will support the success of



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the entire team by promoting a collaborative work environment.

- Adheres to all CMZoo policies and Procedures, CMZoo 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.
- Attends meetings and participates in committees as required.
- Completes trainings as required.
- Adheres to Company Dress Code Policy. Always "Zoo Crisp!"
- Represent the Zoo in a professional manner

POSITION EXPECTATIONS:

To include, but are not limited to the following:

- Ensure data entered is accurate and complete.
- Enter new constituents and update pre-existing constituent information in database.
- Develop good working knowledge of the donor database to brainstorm, research and problem-solve with the team.
- Batch money for memberships and donation programs, as needed.
- Assist in the fulfillment of all donation program acknowledgment letters and membership packets as needed.
- Provide customer support to members for all transactions, such as: joining, renewals, upgrades, assistance, and general questions.
- Provide support for all membership events as assigned.
- Assist in the fulfillment of donation program collateral, such as: Adopt an Animal, Elephant Barn Tile program and the Annual Fund.
- 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.

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



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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 feel objects, tools, or controls; talk, see, hear and smell. The employee is occasionally required to reach and stretch with hands and arms; stoop, kneel or crouch. The employee may be required to endure extremes in temperature. 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 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