

POSITION DESCRIPTION

POSITION TITLE: Donor Relations & Events Specialist

CREATED: March 2020

SUPERVISOR'S TITLE: Director of Development

FLSA Status: Nonexempt

PURPOSE

The Donor Relations & Events Specialist serves in the zoo's philanthropic Development Department. This position supports and carries out donor relations projects and tasks while also assisting with the planning and execution of donor events. Specialists should have a passion for the zoo's mission and plan to work a flexible schedule to include evenings and weekends to support donor events and donor relations activities, as well as other functions as directed by the Director of Development. This position also contributes to positive guest experiences and performs other duties as required.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL FUNCTIONS

- ▶ Schedules, organizes, and executes a variety of fundraising and donor relations events, meetings, tours, and experiences which will vary in size and scope.
- ▶ Attends special event committee meetings, takes meeting minutes, and supports the needs of committee members in collaboration with the Corporate Philanthropy Officer and Director of Development.
- ▶ Assists in managing the donor database by inputting and updating donor information, gift history, running and analyzing reports, adding contact updates, and working with the team to manage and carry out donor contact management responsibilities.
- ▶ Assists with the processing of gifts (cash, check, credit card, transfers) and produces thank you letters and tax receipts as needed.
- ▶ Facilitates and fulfills the Adopt-an-Animal program.
- ▶ Cross trains on other department functions as needed.
- ▶ Performs basic office functions and helps cover the reception area of the department as needed.
- ▶ Accepts other projects and duties as assigned by the Director of Development.
- ▶ Assists with special projects and helps other zoo employees as needed.
- ▶ Actively contributes to positive guest experiences.

EDUCATION AND/OR EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience.

- ▶ High school diploma or GED is required.
- ▶ Bachelor's degree in hospitality, communications, marketing, nonprofit management, or related field is preferred.
- ▶ One to three years in event planning, hospitality, project management, sponsorship, or other donors relations work is required.
- ▶ A valid driver's license is preferred.
- ▶ Must have transportation to attend meetings or perform other off-site work-related duties.
- ▶ Experience with Donor Perfect, GiveSmart, Constant Contact, and graphic design software is preferred.
- ▶ Must be at least 21 years of age.

KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- » Ability to professionally and effectively communicate with others through written correspondence.
- » Ability to troubleshoot, analyze situations, and make sound business decisions.
- » Knowledge of Microsoft Office software.
- » Strong organizational skills.
- » Knowledge of general office procedures and practices.
- » Knowledge of correct grammatical usage, punctuation, etc.
- » Ability to work a flexible schedule as needed.
- » Ability to handle confidential information.
- » Ability to understand and follow all safety regulations.
- » Ability to handle multiple tasks simultaneously.
- » Ability to arrive to work on time and maintain a positive attendance record.
- » Ability to serve in every respect and at all times as a goodwill ambassador for the Fort Wayne Zoological Society and the Fort Wayne Children's Zoo in contacts with zoo visitors and the general public.
- » Ability to deal tactfully and politely with guest questions and misbehavior.
- » Excellent communication skills to establish and maintain effective working relationships with staff, volunteers, partners, and/or the public.

PHYSICAL DEMANDS

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

- » Ability to work an extended workday while performing physically demanding duties for special event preparation and execution.
- » Ability to operate office equipment, including computers, copiers, fax machines, and phones.
- » Ability to professionally and appropriately interact and communicate with others, both in person and through phone, email, and written correspondence.
- » Ability to regularly travel to assigned areas several times per day and effectively enter all assigned areas.
- » Ability to read reports, receipts, and other statements; and ability to properly handle currency.
- » Ability to properly lift and carry items up to 25 pounds.
- » Ability to stand and sit for periods of time and to move intermittently throughout the workday.
- » Good speaking and listening skills.
- » Ability to perform focused work with close attention to detail.
- » Ability to work both indoors and outdoors, with exposure to extreme temperatures and inclement weather conditions; the environment may include wet, icy, or muddy conditions.
- » This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.
- » This position may include exposure to potentially dangerous animals.