



Development Operations Coordinator Job Posting

Roger Williams Park Zoo (RWPZ) of Providence, Rhode Island, is one of the nation's oldest zoos, exhibiting over 100 animal species. Our culture is built on our core values -community, fun, innovation, diversity, integrity, sustainability, and excellence. We value our role in the community as a treasured place for families and a trusted resource for learning; we create a sense of community for our staff and contribute to the global conservation community. We provide a fun experience for our guests and believe that a fun environment is essential to create a great workplace. We are willing to take risks, to propose novel ideas and to think "out of the box". Bold dreams are welcome here. We act with respect toward all. We value diversity and are intolerant of bias. Integrity and honesty drive our business practices and our relationships with each other and our constituents. We are driven by our vision of greater sustainability in our environmental practices and in our business model. We believe that by establishing a sustainable financial base we can best achieve our goals. We are always striving for excellence. We work to exceed expectations in all areas.

RWPZ is currently recruiting a full-time, year-round, nonexempt Development Operations Coordinator responsible for engaging in and supporting all facets of fundraising initiatives within the Development Department to build loyalty, generate revenue, and advance the Zoo's mission. This includes maintaining the organizations donor database, generating reports to support fundraising and outreach efforts as well as general administrative support to the department.

This position builds relationships with donors through communication, promotion, and administration of donor activities. This role will be integral to promoting ongoing engagement with current and prospective donors and coordinate the production of solicitation and stewardship materials; serve as the primary department representative for the Zooper Hero giving program, the Adopt-an-Animal program, and the annual online auction; ensure accurate accounting for and tracking donor activity within the Altru donor database; provide administrative support for the department. This role will work collaboratively with other staff within the Development team as well as other Zoo departments.

Responsibilities:

- Process and record incoming donations, ensuring timely and accurate gift entry, acknowledgement letters, and receipts for both hard copy and digital transactions.
- Coordinate the Zoo's Adopt-an-Animal program, including inventory management, ordering, fulfillment, and tracking.
- Record, track, and maintain donor activity including thank-you calls and record interactions in the Altru database. Draft and update acknowledgement templates on an annual basis as needed. Coordinate with Finance to maintain accurate fund accounting. Produce weekly reports or other tracking reports as needed.
- Compose solicitation messaging for digital campaigns, including but not limited to Valentine's Day, spring appeal, 401Gives, Mother's Day, #GivingZOOday, and Zooper Hero appeals. Coordinate campaigns internal teams, and, with manager supervision, compose strategic messaging across email and social media platforms to guarantee that multiple communication channels are utilized effectively to meet departmental goals.
- Communicate with donors to answer questions or address issues and produce appropriate stewardship and/or tax receipt documentation. Perform donor follow-up and/or reminders as needed.
- Provide support for departmental events, including tracking ticketing and invitee responses, coordinating invitations and external invitee communication, updating the database, conducting follow up as needed, and assisting with registration or other day-of elements, as needed.
- Serve as the point person for the Zoo's annual online auction. Draft solicitation letters; track inventory; manage the online platform; coordinate with the Development team to oversee auction processing and fulfillment; input information into the Altru database; and perform any and all follow up, as necessary.
- Provide administrative support to the Director of Development, as needed.
- Assist with administrative efforts surrounding corporate sponsorship and giving as it pertains to solicitations, and database tracking.
- Offer support to the Individual Giving Experience Manager regarding monthly Zoo Guardian renewal mailings, emails, and process fulfillment packages.
- Provide professional communications and customer service to donors and the public regarding all development inquiries.
- Perform other duties as assigned by the manager.

Required Experience, Training and/or Education

Required Experience and Education:

Bachelor's degree in related field (such as communication, marketing, business) or high school diploma plus two years' work experience in a related field (such as development, sales, customer relations, administrative assistance) required; or equivalent combination of education and/or experience. Candidates further must possess strong verbal and writing skills. Ability to maintain confidentiality regarding donor information.

Preferred Experience and Education:

Preference will be given to those applicants who have experience with database entry or fundraising software (Altru/Blackbaud).

Competencies

- Occasionally lift and move up to 25lbs.
- Computer proficiency and experience with customer relationship management software (CRM) database, MS Office Suite, including Excel, Word.
- Experience in the use of Constant Contact or similar email marketing software. Experience in Canva or Adobe preferred.
- Strong organizational and problem-solving skills.
- Excellent written and oral communication skills.
- Attention to detail and ability to prioritize tasks appropriately.
- Ability to follow directions well; work with minimal supervision; establish and maintain effective, and cooperative relationships with employees, vendors, and Zoo donors, members and guests.

Additional Requirements

- Successful completion of a background check.
- Valid state driver's license.
- Flexibility to work occasional weekends and evenings.
- Ability to work outdoors under various weather conditions.

Supervisory Responsibilities:

N/A

As a Development Operations Coordinator, you will be joining our team in showcasing our Zoo pride and excellence in customer service.

If you are interested in this exciting opportunity to be a team member at a well-renowned Zoo in the New England area, send a cover letter, resume and salary requirements to the address below.

Roger Williams Park Zoo
ATTN: Development Operations Coordinator

1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org



ACCREDITED BY THE
**ASSOCIATION
OF ZOOS &
AQUARIUMS**



rwpzoo.org

