



Are you passionate about fundraising and creating memorable donor experiences? The Santa Barbara Zoo is looking for an **Advancement Associate** to manage donor databases, coordinate gift processing, and support impactful events. Be part of a team dedicated to advancing conservation and inspiring community engagement!

**Position Status:** Full-Time, Regular, Hourly, Non-Exempt

**Schedule:** Monday - Friday, 9:00 am - 6:00 pm (some weekends)

**Compensation:** \$30.00 per hour

**\*You must also complete the Zoo's Official Employment Application to be considered for the position. To apply, visit <https://sbzoo.careerplug.com/jobs/3231404/apps/new>\***

#### **SUMMARY:**

The Advancement Associate is responsible for the efficient and accurate processing of all donations and the maintenance of the donor database. This role provides core administrative and operational support to the Advancement team, ensuring effective donor relations and the smooth execution of fundraising activities.

#### **ESSENTIAL DUTIES:**

##### **General Advancement Responsibilities:**

- Maintains donor databases and filing system
- Assist with the creation of fundraising materials and activities (including marketing materials, emails, appeals, signs, website, and events) to ensure the highest standards of the Zoo brand integrity
- Creates mailing lists and reports as needed utilizing the Raiser's Edge database
- Leads some donor cultivation/stewardship tours
- Monitors and tracks the activities of donor cultivation/stewardship
- Provides input on policies and procedures related to Advancement
- Stays current and knowledgeable on AZA, the Santa Barbara Zoo's mission, collection, history, programs, projects, and practices
- Participates in and contributes to regular Advancement department meetings
- Supports fundraising efforts for special projects and special programs
- Contributes to the Advancement Department's annual planning and budgeting process
- Supports Advancement cultivation/stewardship activities and events



- Shares critical information, best practices, and procedures on a consistent basis with staff through meetings that further departmental goals and productivity
- Edits Advancement and Zoo-wide publications as needed
- Attends professional fundraising and other training opportunities as warranted
- Researches prospective donors and current donors and creates reports as needed
- Creates some donor recognition gifts and coordinates the distribution of these gifts as needed
- Responsible for networking during Zoo events as a Zoo Advancement representative
- Develops and maintains effective, fruitful, and long-term relationships with donors
- Other assignments as needed

**Administrative Support:**

- Creates donor recognition cards and gifts and coordinates the distribution of these cards and gifts
- Coordinates and provides general administrative support to the Zoo's Advancement efforts, the Advancement team, the VP of Community Relations, and Advancement-related committees as needed
- Provides administrative support related to capital campaigns including but not limited to, setting up committee meetings, sending meeting reminders, taking minutes, scheduling donor lunches, preparing campaign packets, and updating committee and campaign materials
- Tracks inventory on Advancement materials such as letterhead, notecards, and other marketing materials to ensure the department is well-stocked
- Works with the Advancement department and Graphics process to order new/more materials as needed
- Provides support for the distribution of Zoo passes, VIP encounters, and special basket donations to other non-profit organizations at the request of major donors and special VIPs
- Coordinates general office needs such as maintenance requests or furniture orders

**Gift Entry & Acknowledgment:**

- Processes payments including but not limited to running credit cards, managing online donations, and recurring donations
- Enters all gifts (cash, in-kind, stock, etc.) into the Zoo's donor database (Raiser's Edge) in a timely manner
- Enters all checks and credit cards (not direct deposits) into the Zoo's records (Counterpoint) in a timely manner
- Enters and maintains donor gifts and information in the donor database, Raiser's Edge
- Writes, prepares, and mails all thank you letters and correspondence to donors in a timely manner
- Prepares and distributes weekly donor reports to the Advancement department and Zoo President/CEO



- Maintains and updates electronic donor files, including payments, letters, tour information, background, and birthdays

Online Giving:

- Assists in maintaining the online giving opportunities

Reconciliation of Income & Expenses:

- Is responsible for regular donation reconciliation
- Reconciles Advancement department donation database records with the Accounting department general ledger records monthly and maintains donation reconciliation records for Advancement
- Tracks, reconciles, and reports Advancement department donations for specific projects, such as events or campaigns

Foster Feeders:

- Processes Foster Feeder fulfillments including ordering plush, printing certificates, putting packages together, and mailing in a timely manner. The Manager of Advancement Programs will assist with this during peak giving seasons

Events:

- Provides administrative assistance for Advancement department events
- Responsible for the Zoofari Ball guest list (including donor research), seating chart, and check-in process
- Provides general administrative and coordination support for the fundraising efforts related to Zoofari Ball
- Serves as a staff member of the Zoofari Ball Committee

Volunteer Support:

- Provides support for the department volunteers as needed

Other Responsibilities:

- Adheres to the Zoo's policies and procedures as outlined in the Employee Policy Manual
- Gain and maintain a clear understanding of AZA, the Santa Barbara Zoo's mission, collection, history, and current programs
- Assists in the implementation of Zoo-wide events such as Boo at the Zoo (BATZ), DIGS, and others
- Maintains a clean and organized work area
- Other duties as assigned



**Guest Relations:**

- Greets every guest with a smile
- Thanks guests for supporting/visiting the Zoo
- Answers phone calls, voice mails, and e-mails promptly
- Ensures the Zoo's presentation standards for cleanliness and maintenance are met by keeping work areas clean, picking up trash, reporting unsafe or unsightly conditions
- Associates with guests to assist and share information
- Responds to all guest inquiries, complaints, and comments according to Zoo guest relations procedures
- Maintains a clean neat appearance and adheres to the Zoo's uniform dress code
- Takes responsibility for staying informed about happenings at the Zoo, such as reading employee communications and attending meetings
- Reflects the qualities outlined in the Guest Relations Statement, the Zoo's Core Values, and the Employee Pledge
- Apply and exemplify "green" (sustainable) practices whenever possible

**POSITION CRITERIA:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements and environmental characteristics described below are representative of the knowledge, skill, ability, and working and physical elements required of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Education & Experience:**

- BA in related field
- Experience in a professional office environment or with administrative functions
- Prefer some experience in Advancement/Marketing/Sales/Events

**License, Certification, or Preferred Qualifications:**

- Valid CA Driver's License with good driving record and insurance coverage is required
- Successful completion of a Department of Justice background check
- TB testing yearly

**Knowledge, Skills & Abilities:**

- Strong organizational skills
- Strong attention to detail



- Ability to multi-task successfully, prioritize tasks, meet deadlines, and make effective use of time management tools
- Ability to follow oral and written direction
- Effective oral and written communication skills
- Strong interpersonal skills
- Ability to interact courteously and respectfully with supervisors, fellow employees, volunteers, and guests and to work with all levels of management
- Ability to handle conflict resolution in a professional manner
- Understanding of telephone and office etiquette
- Ability to exercise safe work habits
- Ability to maintain confidentiality and work with sensitive information
- Demonstrates a high degree of accuracy
- Excellent organizational skills
- Ability to effectively multi-task, use independent judgment, and produce quality work within a set timeframe to meet deadlines
- Ability to effectively work under pressure, multi-task effectively, use independent judgment, and produce quality work within a tight time frame; meeting deadlines
- Ability to create and implement systems and follow-up processes
- Must be a proactive and creative problem-solver; a team player with motivation to develop relationships and work collaboratively
- Understanding of telephone and office etiquette
- Ability to handle conflict resolution in a professional manner and to respond to sensitive matters or situations with discretion, tact, and confidentiality
- Ability to relate to persons of all ages and diverse backgrounds, skills, and abilities
- Ability to present self in a personable, professional, and energetic manner
- Ability to work flexible hours (including some holidays and weekends) and travel as needed
- Ability to exercise safe work habits
- Proficient in Microsoft Word and Excel
- Knowledge of databases/Raiser's Edge preferred
- Demonstrates initiative, creativity, and enthusiasm, as well as strong organizational skills
- Enjoys working with people, especially volunteers

**Physical Demands & Work Environment:**

- Most work is performed inside the office environment
- Occasionally involves working out-of-doors in all weather conditions
- Requires the ability to access all areas of the facility



- Must be able to regularly climb stairs, manipulate computer and office tools, stand/walk for up to eight continuous hours
- Ability to occasionally lift and carry objects weighing up to 50 lbs
- The ability to coordinate a variety of tasks simultaneously and handle tension and stress in a positive manner is required
- Must attend all events related to the position
- Regularly required to stand, walk, sit, and use tools
- Supportive and open employment culture
- Must attend all events related to the position
- Involves some weekend, early morning, and evening hours

Tools Used:

- Computer
- Standard office equipment; telephone, copier, facsimile machine, calculator, and others as required
- Color and laser printer
- 35 mm and digital camera
- Electric cart
- Paper cutter
- Laminator
- Two-way radio

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