Job Title: Donor Relations Specialist
Department: Donor Relations
Supervisor: Senior Vice President of Institutional Advancement
Supervises: None
FLSA Status: Full Time, Regular, Non-Exempt
Starting Pay Rate: $26.37/hour
Application Submission Deadline: 09/07/2022

General Statement:
The Donor Relations Specialist is responsible for coordinating a donor stewardship program, including maintaining and managing donor information, with a large focus on fundraising projects such as capital campaigns. This position will focus in fulfilling donor expectations, providing appropriate donor recognition and accountability for gift designations for major gifts and capital projects, to include tracking and reporting grants for major gifts and capital campaign contributions. This position maintains donor records in Raiser’s Edge for appropriate reporting, conducts donor research and analysis to identify new donors, and provides oversight of the memorial/tribute program, providing excellent guest service while engaging and developing new donor relations.

Essential Duties:
1. Provides quality guest service to both internal and external guests by maintaining a WILD (friendly, helpful, positive and professional) working attitude and appearance.
2. Support donor relations with major donors, foundations, and capital campaign efforts by processing contributions timely, acknowledgement letters, follow up correspondence, donor recognition and fulfillment.
3. Coordinates a donor stewarding program to build donor relationships and track grant/proposal deadlines.
4. With the Senior Vice President of Institutional Advancement, provide oversight of all fundraising aspects for Capital Campaign projects. To include assisting donor engagement and promotional efforts, oversight of the round up program, project updates, tracking report deadlines and donor recognition.
5. Maintain the department’s Raiser’s Edge donor database, coordinating a donor stewarding program, managing a tracking and reporting system for contributions received and to aid in prospect management and the upkeep of all donor lists.
6. With a focus on individuals, organizations and foundations, provide donor research, identify donor prospects and help build those relationships as needed.
7. Design and execute queries, pull data, and create reports to aid in analysis of donor retention, appeal response analysis, progress to annual goals and extractions of data from the database for analytical purposes.
8. Manage the memorial/tribute program to include naming opportunities on benches, Etched in Glass, capstones, and carousel, to promote these opportunities and engage donors.
9. Helps maintain computer and written donor records to produce related financial reports for annual programs.
10. Provides staff support for special events and cultivation activities.
11. Assists in cultivating relationships with donors and volunteers via tours, correspondence, phone calls and special events.

This is by no means an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (e.g. emergencies, changes in personnel, workload, rush jobs, or technological developments).

Qualifications:
1. Minimum of two years fundraising experience, and some college courses preferred.
2. Prior budgeting/financial reporting experience desired.
3. Extensive experience with Raiser’s Edge and database management preferred.
4. Excellent typing and computer skills, with working knowledge of Word, Excel and PowerPoint.
5. Strong interpersonal, organizational, verbal and written communication skills.
6. Strong attention to detail.
7. Must be a self-starter, creative and a team player, and able to work with minimal supervision.
8. Possession of a valid driver’s license.
9. Ability to pass pre-employment background and DMV check, drug test, and annual TB test.

To apply, applicants can visit our careers page here: https://www.phoenixzoo.org/careers/job-openings/