

Philanthropy Associate, Processing & Fulfillment - San Diego Zoo Wildlife Alliance

2920 Zoo Dr, San Diego, CA 92101, USA Req #2508

Please submit your application via this link:

<https://us63.dayforcehcm.com/CandidatePortal/en-US/sdzwa/Posting/View/10797>

San Diego Zoo Wildlife Alliance is a nonprofit international conservation leader, committed to inspiring a passion for nature and creating a world where all life thrives. Empowering people from around the globe to support our mission to conserve wildlife through innovation and partnerships, we support cutting-edge conservation, and bring the stories of our work back to our two world-famous front doors — the San Diego Zoo and San Diego Zoo Safari Park — giving millions of guests, in person and virtually, the opportunity to experience conservation in action. The deep and extensive knowledge gained from more than a century of experience in wildlife care, health, veterinary services, nutrition and conservation makes us invaluable in the global effort to save species. Our team members play a crucial role in driving our conservation efforts forward and bringing us closer to a world where all life thrives.

HOW YOU WILL IMPACT OUR MISSION

The Philanthropy Associate, Processing & Fulfillment is responsible for processing acknowledgements and receipts for donors and ensuring a high level of service on behalf of the Philanthropy Department. This position reports to the Philanthropy Supervisor and/or Philanthropy Manager.

WHAT YOU WILL DO

- Manage highly customized acknowledgment and receipting process for high end donors.
- Coordinate in-house acquisition, renewal and pledge reminder process for major donors and highest tier members.
- Manage quality assurance controls to ensure accurate acknowledgment and stewardship.
- Enter, update and maintain high volume of biographical and gift data in enterprise CRM.
- Coordinate gift fulfillment process, inventory and storage.
- Receive, sort and disseminate incoming mail for all departments.
- Act as a Philanthropy department liaison for internal departments and external vendors.

- Administer and maintain internal policies and procedures.
- Coordinate staff training within the division, department, and organization.

WHAT WE ARE LOOKING FOR

This position is focused primarily on processing & fulfillment. Tasks will require candidates to perform duties onsite. Excellent written and oral communication skills, and prior donor relations experience are preferred. The Philanthropy Associate will provide the highest quality service and stewardship to our most engaged donors and key staff.

JOB EXPERIENCE

- Two years prior experience with a non-profit organization in a gift processing or data-related role required.

EDUCATION AND CERTIFICATIONS

- H.S. Diploma High School Diploma required

SKILLS AND KNOWLEDGE

- Able to effectively and successfully perform in a large scale, complex, multi-million dollar fundraising program.
- Knowledge of fundraising best practices.
- Able to operate complex computer software programs.
- Must have basic mathematical skills in order to process gifts and validate reports
- Able to communicate effectively, both orally and in writing.
- Able to manage multiple projects with competing deadlines.
- Able to work independently with minimal supervision.
- Able to handle complex situations with a high level of integrity and tact.
- Able to coordinate, execute and provide project management for internal and external projects.
- Able to apply critical thinking and problem solving skills to achieve efficiency, automation and innovation.
- Able to effectively collaborate within and outside work unit.

SOME OF THE PERKS YOU WILL ENJOY AS A TEAM MEMBER

- Free admission to the San Diego Zoo and the San Diego Zoo Safari Park
- Family Passes
- Complimentary Tickets
- Local and In-House Discounts
- Employee Assistance Program
- Wellness Program

IMPORTANT DETAILS

- Location: San Diego, CA
- Position Type: Hourly Full-Time Non-Exempt Position
- Hourly wage: \$28.48

Be an ally for wildlife by joining our team!

At San Diego Zoo Wildlife Alliance, we thrive on celebrating our differences. Diversity is vital for the benefit of our team members, our guests, our community, and our wildlife.

All qualified applicants will receive consideration for employment without regard to race, color, sex, sexual orientation, gender identity, religion, national origin, disability, veteran status, or other legally protected status.

If you require a reasonable accommodation to complete an application, please email your request to sdzwacareers@sdzwa.org and provide the job title and location to which you are applying.

As a Federal Contractor, San Diego Zoo Wildlife Alliance is required to participate in the E-Verify Program to confirm eligibility to work in the United States.

San Diego Zoo Wildlife Alliance is a drug free workplace