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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 Rate: \$28.48