

HOW YOU WILL IMPACT OUR MISSION

The Senior Development Manager, Stewardship performs all job assignments with a positive attitude that reflects San Diego Zoo Global's mission and vision of saving species worldwide by working to advance relationships between San Diego Zoo Global (SDZG) and its donors and members. This position oversees a range of activities that result in donors feeling appreciated, understating that their gifts are critically important. The Senior Development Manager will design, develop, document, and implement a comprehensive stewardship plan for SDZG's donors that includes, but is not limited to, written communications with donors, creative donor recognition ideas, donor tours and events, naming opportunities, and physical recognition at the San Diego Zoo and San Diego Zoo Safari Park. This position is responsible for the appropriate and consistent recognition and stewardship of donors at all levels through strong partnerships with Development and Membership team members. This position reports to the Associate Director, Research & Stewardship.

WHAT YOU WILL DO

- Develop and execute stewardship activities for the organization's major donors, demonstrating prudent management of relationships with donors through strategic communication, recognition and events
- Advise, establish and implement a comprehensive stewardship plan and guidelines for all donors, developing subsets for campaign, conservation, endowment, planned giving, and estate donors
- Develop and executive broad stewardship for annual donors and members
- Oversee and manage all aspects of donor plaques, from generating donor listings and plaque creation, to advising of proper placement and overseeing installation, developing a sophisticate system for tracking recognition, ensuring plaque maintenance, and connecting with donors regarding donor recognition updates and inquiries
- Develop, organize and facilitate behind-the-scenes tours of San Diego Zoo and San Diego Zoo Safari Park, and escort tours when needed; develop and maintain appropriate databases and records for department behind-the-scenes tours
- Lead the organization, coordination and facilitation of donor stewarding and acknowledgement events
- Conceptualize, develop and create unique stewardship touches for the Zoo's top donors and prospects
- Produce regular stewardship reports that show donors how their gifts are being used and the impact of their generosity
- Devise and execute donor stewardship mailings, including campaign progress updates, annual report mailings, seasonal appreciation touches and fulfillment of promised benefits
- Manage acknowledgement and recognition of campaign giving and endowed funds, including letters, events, plaques and custom recognition activities and gifts

- Research and recommend new and additional stewardship programs to convey the impact of donors gifts and promote further giving

WHAT ARE WE LOOKING FOR?

San Diego Zoo Global is seeking an individual who is inspired to be a part of an organization that is committed to protecting wildlife around the globe. A leader to join us in our commitment to provide opportunities to learn about, engage with best-in-class conservation work, and share how that work is changing outcomes for wildlife every day through visits to the San Diego Zoo and San Diego Zoo Safari Park.

JOB EXPERIENCE

- 7 years of experience in donor relations, development, marketing, public relations or related field

EDUCATION AND CERTIFICATIONS

- Bachelor's Degree in related field
- California Driver License

SKILLS AND KNOWLEDGE

- Knowledge of fundraising, donor relations and stewardship best practices required
- Able to operate Development software such as Raiser's Edge, with the ability to generate complex queries, exports and reports
- Superior communication and persuasion skills, both written and verbal, with the ability to interact with a wide range of constituents, colleagues and personalities
- Able to operate moderately complex computer software programs
- Able to creatively produce effective programming for a variety of audiences
- Able to apply creating thinking in problem solving situations
- Must be proficient in organization and have experience working on multiple projects with competing deadlines
- Able to provide and receive constructive feedback

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

- 403b Plan
- Pension Plan

IMPORTANT DETAILS

- **Location:** San Diego Zoo – Development Department
- **Duration:** Year round
- **Positions available:** 1
- **Non-union positions:** Salary Range \$91,374.40 - \$114,233.60
- **Candidates must be available for an interview if contacted.** Full job description may be requested at that time.

THIS EMPLOYER PARTICIPATES IN E-VERIFY

SAN DIEGO ZOO GLOBAL IS A DRUG FREE WORKPLACE

SAN DIEGO ZOO GLOBAL IS AN EEO/AA/DISABILITY/PROTECTED VETERAN EMPLOYER - San Diego Zoo Global makes every effort to ensure equal employment opportunities for all individuals and abides by EEO and nondiscrimination provisions of all applicable federal, state, and local laws and regulations. If you require a reasonable accommodation to complete an application please email your request to sdzgcareers@sandiegozoo.org and provide the job title and location to which you are applying.