

Position Title : Development & Membership Associate

Organization : Buffalo Zoo

Salary: \$22.00-\$23.00 per hour

AFP-WNY Post Date: 12/17/25

DEADLINE TO APPLY: Open

Development & Membership Associate

Basic Purpose and Responsibility

Reporting to the Development Manager, the Development & Membership Associate serves as a key member of the Zoo's Advancement Team, supporting all aspects of the development and membership department's financial processing, recordkeeping, and documentation. The role also assists with administrative functions and provides cultivation, solicitation, and stewardship support to the Advancement Team, including contributions to the Zoo's capital campaign efforts.

How to Apply

To apply, please send Resume and Cover Letter in Word document or PDF using subject line: Development & Membership Associate by email to: mtshiteya@buffalozoo.org

No telephone calls please. Position open until filled.

For more information about the Buffalo Zoo, please visit our website by using the following link: <http://www.buffalozoo.org>

Compensation and Benefits

Full-Time benefits available include health plan, HSA/HRA, FSA, life insurance, long term disability, dental, vision, 403B retirement plan, annual leave time, holiday time, and sick time. Benefits are available the month following the successful completion and passing of an introductory probation period review at 60 days of work (sick time available upon hire).

Essential Functions

The Buffalo Zoo reserves the right to revise or change job duties and responsibilities as the need arises.

- Prepares donor acknowledgement letters.
- Processes all financial and in-kind gifts made to the Buffalo Zoo and Buffalo Zoo Foundation to include membership, annual fund, memorial, and capital campaign contributions.
- Manages the CRM database (currently Donor Perfect) completing accurate and timely data entry and upkeep of donor and prospect records.
- Performs administrative duties for Advancement Team.
- Participates in Zoo-wide special events as needed.
- Maintains foundation, corporation and individual donor files including gift documentation and agreements.
- Responds to incoming phone calls and provides information related donor/membership programs and Zoo events.
- Assists with preparing direct mail related to membership and the annual fund.
- Prepares and maintains pledge invoice requests.
- Maintains an accurate database by running monthly reports.
- Participates in the fulfillment of membership sales and Adopt-An-Animal gifts.
- Assists with inventory, purchasing, and receipt of supplies and printed materials.
- Maintains development files.
- Periodic onsite membership and Adopt-An-Animal sales.
- Ability to effectively promote the organization.
- A strong and effective communicator and supportive team player.
- Possesses a can-do attitude, be resourceful, and communicate respectfully with everyone.
- Interacts with courtesy, professionalism, and respect to staff, volunteers, and guests consistent with the organization's mission and core values.
- Verbal and written ability to communicate with Zoo staff, Board members, Government officials, and other stakeholders. Able to interact positively with a variety of individuals from varied socioeconomical backgrounds frequently.
- Performs other duties as assigned by Advancement Team Managers.

Education/Experience

Education (Minimum Desired):

- Bachelor's degree or a combination of experience and education.

Experience (Minimum Desired):

- Two years' experience in database management.
- Experience with donor CRM database preferred.

Knowledge / Skills / Other Competencies

- Strong attention to detail.
- Patient, friendly attitude.
- This job is a full-time, in-office position.
- Working knowledge of Microsoft Office and Google applications.
- Work schedule may include some weekends, evenings and holidays.
- Must possess or be able to obtain within 30-days of employment a valid New York State driver's license and have an average or better driving record based on the evaluation process of our insurance company. Retention of position is contingent upon maintaining required license. Must upgrade to classification appropriate to requirements (non-CDLC or CDL class).
- Must support Buffalo Zoo's Vision, Mission and Core Values.
- Successful completion of a post-offer pre-employment general medical screen and drug test.
- Successful completion of a post-offer pre-employment background check.
- Must understand the requirements, essential functions and duties of the position as per the job description and certify such by signing the job description prior to first day of work.
- Must be able to operate a computer, two-way radio, telephone system, and software on computer, printer, etc. after training.
- Must be willing to comply with department's Personal Protective Equipment (PPE) policies and procedures.
- The Buffalo Zoo requires staff and potential staff to submit to Tuberculosis (TB) screening based on job tasks and duties in relationship to the animal collection and/or the public. All potential staff that have accepted a job offer must provide proof of negative TB test at hire (test within the last 12 months). For employed staff, TB screenings are provided annually by the Zoo and participation in the TB screening program may be required.
- Regular attendance and punctuality are essential functions of the position.

Physical Demands

A large percentage of the job functions are performed in an office atmosphere. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In compliance with the Americans with Disabilities Act, the following have been identified as physical requirements of the job:

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands; reach with hands and arms; stoop, kneel, crouch, and/or crawl.
- Use computer hardware and software for extended periods of time (repetitive motion).
- Sitting for long periods of time.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- The employee is required to work on a desktop computer and office equipment.
- While performing the duties of this job, the employee is regularly required to write, type, talk, and/or listen.
- Ability to walk and/or stand for periods of time.
- Ability to lift and move up to 25 pounds.

The Buffalo Zoo is an at Will employer and all Buffalo Zoo employees are subject to employment eligibility and background security checks as well as testing for illegal substance use as allowed by law.

EQUAL OPPORTUNITY EMPLOYER

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