



## Development Associate Job Posting

Roger Williams Park Zoo of Providence, Rhode Island, one of the nation's oldest zoos and exhibiting over 100 animal species, is currently recruiting for full-time, year-round, Development Associate for the Rhode Island Zoological Society (RIZS). The Development Associate is responsible for the administrative efforts of the Development Department to build loyalty, generate revenue, and advance the Zoo's mission. This includes building relationships with donors through communications, promotion, and administration of all donor activities of RIZS. This position is responsible for maintaining the health and integrity of the Zoo's CRM database (Altru).

*Are you looking for a career in an exciting environment that will combine your strong administrative and excellent customer service skills with your passion for the Zoo's mission of conserving wildlife and wild places? Join us!*

### **RESPONSIBILITIES**

- Maintain donor database, update record addresses and donor attributes, and merge records as necessary
- Track all donors and their donations, fundraising event ticket purchases, pledges and proposals
- Produce individualized and accurate acknowledgment letters within 48 hours using mail merge functions
- Search for and/or create new donor records
- Coordinate monthly donor level membership renewal efforts via mail and email
- Coordinate efforts of the Zoo's Adopt-an-Animal program
- Coordinate online auction including solicitation, catalogue management and donor fulfillment
- Provide support for solicitation efforts via database segmentation and mailings
- Provide honest, professional communications and customer service to donors, and the general public regarding all development inquiries.
- Maintain accurate fund accountings and prepare reports as requested.

- Perform continual quality assurance, correcting deficiencies and errors to ensure integrity of donor data
- Other duties as assigned

## **CRITERIA**

### *Experience and Education:*

Prior Blackbaud/Altru experience or experience with other CRM software required. Completion of Bachelor's degree or equivalent, plus a minimum of two years' experience in an administrative position in a not-for-profit development office and/or equivalent combination of education and experience.

### *Skills and Aptitudes:*

- Highly proficient in the use of Outlook, Word, and Excel
- Must be detailed- oriented, highly organized and efficient.
- Must be self-motivated, able to set priorities, resolve problems independently and with a team.
- Must be able to function in a professional environment, demonstrating responsibility and excellent interpersonal and verbal communication skills
- Excellent written communication skills, strong reading comprehension, and exceptional use of spelling, grammar, and punctuation.
- Must be able to follow directions well and work with minimal supervision.
- Establish and maintain effective, efficient and cooperative relationships with employees, vendors, general public and Zoo donors and members.

### *Additional Requirements:*

- Successful completion of a background check.
- Valid state driver's license.
- Flexibility to work occasional weekend and evenings.
- Ability to work outdoors under various weather conditions.
- Frequently required to sit for prolonged periods of time.
- Occasional travel via all modes of transportation.
- Occasionally lifts and/or moves object up to 20 pounds.

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Interested candidates are encouraged to send a cover letter and resume to:

Roger Williams Park Zoo  
**ATTN: Development Associate**  
1000 Elmwood Ave  
Providence, RI 02907

-or-

*employment@rwpzoo.org*