



Position Announcement

Title: Donor Relations Manager

Department: Development

Supervises: Sponsorship Coordinator

This is a management level position with primary responsibility for executing the zoo's gala event, Zoofari, and managing the sponsorship program

SUMMARY OF POSITION:

The Donor Relations Manager (DRM) is a member of the Development Team which is responsible for strategically driving growth of donated revenue for operations, endowment and capital building programs through a comprehensive fundraising program that meets and exceeds annual financial goals. All development team members are expected to and held accountable to support all activities and goals of the development office. Within that context, the DRM's primary area of responsibility is planning and executing the zoo's gala event, Zoofari and managing the sponsorship program. The DRM will work to increase Zoo Knoxville's base of donors and overall donated revenue and will play a key role in the zoo's capital campaign. This position works closely with all members of the Development Team in an environment dedicated to advancing the mission of Zoo Knoxville.

RESPONSIBILITIES:

- Work in close concert with the Director of Development to execute strategies and responsibilities.
- Special event planning and execution including the zoo's gala event, Zoofari as well as smaller donor-centered events.
- Manage and engage the Zoofari Committee.
- Manage corporate sponsorship program including supervising sponsorship coordinator.
- Develop and manage budgets in areas of responsibility, preparing reports accordingly.
- Work in close concert with the development team to develop and execute a donor-centered engagement plan that will identify, qualify, cultivate, engage and steward donors through in person interactions, personal solicitation, acknowledgements, bulletins and updates, donor stories, impact reports, invitations to events, zoo tours and mission experiences.
- Utilize database (currently Raiser's Edge) to track donors, prospects, cultivation steps, gift requests and results.
- Maintain up-to-date, accurate and detailed donor records.
- Prepare creative content for print, web, eblasts and other communications platforms.
- Perform significant administrative duties critical to the daily functions of the development office.
- Support the development team in the execution of Circle of Friends, the capital campaign, planned giving programs and other development initiatives.
- Host behind-the-scenes tours and mission experiences as assigned.
- Attend zoo events and activities as required.
- Additional duties as assigned or as required.

QUALIFICATIONS:

- Must be at least 21 years of age
- Minimum of BA/BS degree (Applicants may request a waiver of the four year degree requirement with significant relevant professional experience)
- Must have a positive and energetic personality
- A strong affinity for the mission of Zoo Knoxville
- Minimum of two years working in a development or advancement office
- At least three years professional experience demonstrating progressive responsibilities in development, event planning, public relations, communications or a related field
- Experience with Raiser's Edge or a similar donor database required
- Flexible, detail-oriented, organized and ability to respond to multiple demands
- Professional demeanor and appearance
- Self-starter with the ability to work independently as well as with a team
- Strong interpersonal skills including the ability to listen perceptively
- Exceptional written and oral communication skills including strong writing, editing and presentation abilities
- Ability and willingness to work outside regular business hours, including some evenings and weekends
- Demonstrated ability to think strategically and work collaboratively
- Excellent computer skills including all Microsoft Office programs especially Word, Excel, PowerPoint and Outlook
- Acts with integrity, has high standards of professional conduct and honors confidentiality

WORKING CONDITIONS:

- As an employee of Zoo Knoxville, you must possess English communication skills as well as the ability to communicate using a 2-way radio, email and telephone. The position hours vary depending on business needs and will require weekend and some holiday shifts. The individual must be able to tolerate extremes in outdoor temperatures and weather conditions. Must be able to lift and carry up to 25 lbs. Depending on the specific tasks, this position will be required to work within close proximity of exotic and domestic animals and must be aware that there are dangers inherent in working under those conditions. Must be able to pass a pre-employment drug screen and background check