



## Donor Engagement Officer Job Posting

Roger Williams Park Zoo (RWPZ) of Providence, Rhode Island, is one of the nation's oldest zoos, exhibiting over 100 animal species. Our culture is built on our core values -community, fun, innovation, diversity, integrity, sustainability, and excellence. We value our role in the community as a treasured place for families and a trusted resource for learning; we create a sense of community for our staff and contribute to the global conservation community. We provide a fun experience for our guests and believe that a fun environment is essential to create a great workplace. We are willing to take risks, to propose novel ideas and to think "out of the box". Bold dreams are welcome here. We act with respect toward all. We value diversity and are intolerant of bias. Integrity and honesty drive our business practices and our relationships with each other and our constituents. We are driven by our vision of greater sustainability in our environmental practices and in our business model. We believe that by establishing a sustainable financial base we can best achieve our goals. We are always striving for excellence. We work to exceed expectations in all areas.

RWPZ is currently recruiting for a full-time, year-round, exempt, Donor Engagement Officer. The Donor Engagement Officer will play a key role in a creating and developing a robust pipeline of mid-level and major donors, as well as serve as a leader in establishing a mid-level giving program at Roger Williams Park Zoo. As a forward-facing member of the development team and representative of the Zoo, the Donor Engagement Officer will be instrumental in creating, executing, and tracking institutional engagement opportunities that include, but are limited to intimate, salon-style cultivation events, working closely with our Development Committee and 150<sup>th</sup> Gala Committee; crafting digital and other donor communication; and overseeing the Zoo Guardian-level membership program. Additionally, the incumbent will be responsible for completing research for current and prospective donors, as well as maintaining and tracking all prospect management metrics in our donor database. This role is ideal for someone with a strong attention to detail, superior verbal and writing skills, and an ability to handle multiple projects with competing timelines.

## RESPONSIBILITIES

- Oversee the creation and establishment of a mid-level giving program, devise strategies for developing a robust pipeline to increase mid-level donors and funnel to major giving, as appropriate.
- Take a leadership role in planning cultivation events, like Cocktails & Conversations event series. Assist with external and internal development event logistics and planning as appropriate in coordination with the whole development team.
- Create content to cultivate and steward donors through *Insider* e-newsletters, campaign materials, case statements and other materials as needed. Assist with other content creation for the department as necessary.
- Prepare briefing material, prospect profiles, and presentation material for the Director of Development, Board members, Executive Director, or other senior Zoo leaders for meetings, events, or other meaningful interactions.
- Track, monitor, and take the department lead on all donor recognition throughout the Zoo, including, the bench program.
- Assess results from the current and past wealth screenings and complete research summaries and/or robust research profiles as part of higher-level donor and prospect identification and qualification.
- Oversee prospect management tracking in donor database and procure reports for pipeline review and metrics.
- Steward major gift, campaign, and project donors as deemed appropriate.
- Collaborate with the PR/Marketing department to craft strategies outreach to donors and prospects, as needed, to generate revenue, broaden the scope of the Zoo's member and donor circles, and strengthen existing relationships.
- Along with the Director of Development, oversee the coordination, scheduling, and execution of VIP and behind-the-scenes tours and encounters.
- Provide honest, professional communications and customer service to donors, and the general public regarding all development inquiries.
- Work closely with Development and Finance in maintaining accurate fund accountings.
- Play a part in the overall efforts of the Rhode Island Zoological Society fundraising projects, including special events.
- Demonstrate an ability to meet multiple deadlines and handle multiple priorities.
- Work occasional evening and weekends, when necessary.
- Travel to donor meetings, special events, or other strategic cultivation opportunities, as needed.
- Handle all Zoo guardian and campaign donor questions, concerns, and provide information, answers, and solutions in a prompt manner.
- Prepare in a timely fashion any requested follow-up material to solicitations.
- Prepare financial and data reports required by manager.
- Perform other duties as assigned by Director of Development.

## CRITERIA

### *Experience and Education:*

College Degree or equivalent, plus a minimum of four years' experience in a not-for-profit development office or equivalent combination of education and experience. Prior Blackbaud/Altru experience or experience with other fundraising software preferred or experience with other not-for-profit software.

### *Skills and Aptitudes:*

- Computer proficiency in Altru or similar, MS Excel, Word, and database functions.
- Strong organizational and problem-solving skills.
- Excellent research, written, and oral communication skills.
- Attention to detail and ability to prioritize tasks appropriately.
- Ability to:
  - follow directions well
  - work with minimal supervision
  - make good and sound decisions when working with prospects.
  - establish and maintain effective, efficient and cooperative relationships with employees, vendors, general public, and Zoo donors and members.

As a Donor Engagement Officer, you will be joining our team in showcasing our Zoo pride and excellence in customer service.

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If you are interested in this exciting opportunity to be a team member at a well-renowned Zoo in the New England area, send a cover letter, resume and salary requirements to:

Roger Williams Park Zoo  
**ATTN: Donor Engagement Officer**  
1000 Elmwood Ave  
Providence, RI 02907  
-or-  
*employment@rwpzoo.org*



ACCREDITED BY THE  
ASSOCIATION  
OF ZOOS &  
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