



*Our Mission: We share our joy of nature to help wildlife and people thrive.*

**Position:** Philanthropic Operations Coordinator  
**Status:** Full-time. FLSA Hourly Non-Exempt  
**Department:** Philanthropy  
**Reports to:** Philanthropic Operations Manager

## POSITION OVERVIEW

Located along the Space Coast in Melbourne, Florida, the Brevard Zoo is an AZA-accredited facility with a diverse collection of over 900 animals representing nearly 200 species. It is also home to the Sea Turtle Healing Center for rehabilitation of wild marine turtles. Brevard Zoo is well-known for its strong conservation ethic and unique attractions, such as kayaking through the Africa area, giraffe feeding, and rhinoceros and other animal encounters.

Under the guidance of the Chief Philanthropy Officer, the Director of Philanthropy, and Philanthropic Operations Manager, the Philanthropic Operations Coordinator provides operational support to the organization's fundraising and philanthropic programs and endeavors. The ideal candidate will demonstrate strong communication, discretion, prioritization, and problem-solving skills as well as meticulous organization and data management skills. This position is responsible for supporting operational efficiencies in the department, managing automation of stewardship activities in the donor database, supporting the Philanthropy team in stewardship activity tracking, logistical oversight of campaign events and overall support of the Philanthropic Operations team.

## QUALIFICATIONS

### EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS

#### REQUIRED:

- 3 to 5 years of experience in database management and fundraising, with knowledge of industry best practices.
- Proficiency in the use of CRM, preference for Raiser's Edge.
- Strong proficiency and experience in the full suite of Microsoft Office programs (Word, Excel, Power Point, Outlook).
- Strong organization, project and time management skills. Ability to work on multiple projects simultaneously, within strict deadlines, often with shifting priorities.
- Demonstrated ability to work independently, follow instructions and anticipate next steps.
- Ability to maintain a positive attitude with guests and team, even in the face of adversity.
- Must be able to think logically and solve problems diplomatically with minimal guidance.

#### PREFERRED/DESIRED:

- Experience in fundraising and donor relations preferred.
- Experience with Raiser's Edge NXT or equivalent platform preferred.



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## PERFORMANCE RESPONSIBILITIES

### ESSENTIAL FUNCTIONS:

#### **Database and Systems Management**

- Key contributor to the maintenance and integrity of the donor database (currently Raisers Edge NXT), ensuring accurate and up-to-date records, accuracy of qualitative and quantitative data.
- Coordinate communication between various software platforms (e.g., ACME, Auctria, MailChimp, etc.) to ensure data integrity.
- Design and create customized dashboards and reports for tracking key metrics, moves management, progress toward goals, and automated processes for staff notifications of received gifts.
- Automate acknowledgment workflows for various donor types, working with the Philanthropy Assistant, to ensure timely and accurate communications.
- Develop and implement automated processes to streamline data integration opportunities, as well as notifications for gifts received, ensuring real-time updates and improved operational efficiency.
- Develop and maintain an Acknowledgment Template Library for streamlined donor recognition, including donations, pledges, in-kind contributions, tax letters, and more.
- Collaborate with the team to create strategies that ensure the accurate use of current data and future data collection as well as monitoring operational changes and identifying opportunities for optimization.
- Collaborate with the department and Operations team leaders to continuously assess and refine operational standards, ensuring alignment with departmental goals. Train staff on new systems as needed.
- Maintain and pull campaign prospect lists, donor lists, solicitation calendar and related materials for various departmental needs
- Following industry best practices, develop systems and create Standard Operating Procedures to streamline and enhance all cultivation and stewardship activities, and monitor for success.
- Serve as subject matter expert for data management working directly with team in the creation of new strategies to ensure accurate use of current data and collection of future data
- Serve as the primary point of contact for team members' technology needs, troubleshooting issues, coordinating technology solutions, and ensuring seamless technology use across the department.

#### **Campaign Event Management**

- Plan and coordinate internal and external campaign events.
- Assist with the conceptualization, research, and implementation of new ideas for current and potential events, ensuring a creative and effective approach.
- Oversee the import of contact lists into CRM systems and ensure data accuracy for campaign outreach efforts.
- Maintain logistical oversight of campaign events, ensuring adherence to event checklists and providing technical assistance before and during events.



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- Proactively manage issues that arise on event days, troubleshooting to ensure smooth operations.
- Specify staff requirements and coordinate activities across departments to ensure successful event execution.
- Collaborate with the Events team to ensure all venues are set up and maintained in accordance with donor wishes and organizational standards.
- Coordinate with on-site catering managers and oversee event setup, breakdown, and follow-up processes.
- Liaise with donors to identify their needs and ensure satisfaction, cultivating positive relationships.
- Coordinate donor stewardship visits and special experiences.
- Facilitate check-in and check-out, along with live auction and training of necessary staff for Safari Under the Stars.

### **Philanthropy Department Support**

- Streamline logistics of philanthropy strategies and programs to enhance operational efficiency.
- Manage the onboarding process for new Philanthropy hires, including coordinating tech requests, gathering materials, and ensuring a smooth transition for staff into their roles.
- Provide day-to-day support to team members as needed, including various project/program needs.
- Support Philanthropic Operations Manager as needed.
- Provide oversight and training for the Philanthropy Assistant.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to multi-task and manage the completion of multiple projects, often with shifting priorities.
- Excellent interpersonal skills and high emotional intelligence, with an ability to develop and maintain long-term, productive relationships internally and externally.
- Strong data management skills
- Strong proficiency in the use and management of donor database software (Raiser's Edge NXT or equivalent)
- Strong proficiency and experience in the full suite of Microsoft Office programs (Word, Excel, Power Point, Outlook).
- Outstanding writing, editing and proofreading skills, including understanding of different audiences and ability to tailor materials to their needs.
- Strong organizational and time management skills with ability to effectively prioritize work and complete tasks in a timely and accurate manner.

### **PHYSICAL DEMANDS/WORK ENVIRONMENT**

#### **PHYSICAL REQUIREMENTS:**

(L) Light work



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Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects. If the use of arm/leg controls require exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated as light work.

**POTENTIAL ENVIRONMENTAL CONDITIONS/HAZARDS:**

Indoor office environment most often with frequent movement outdoors. Exposure to extreme heat and weather conditions. Requires Sitting, Standing, Walking, Bending, Stooping, Kneeling, Finger Dexterity, Talking, Hearing, and Visual Acuity frequently.

**WORK SCHEDULE:**

May be required to work weekends and nights as necessary.

**TRAVEL:**

The above information in this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Performance of this job will be evaluated in accordance with the Zoo’s policies on evaluation of personnel.

*Brevard Zoo is committed to an inclusive environment where employees are encouraged to be their authentic selves. We value the diverse qualities, perspectives, and experiences of all individuals. Join us in sharing the joy of nature to help people and wildlife thrive.*

**PHILANTHROPIC OPERATIONS COORDINATOR**

**FOR HUMAN RESOURCES USE ONLY**

**Department:** Philanthropy  
**Schedule:** 40 hours per week – 12 months per year  
**Content By:** Director of Philanthropy  
**Compensation:** Human Resources

<b>Revision:</b>	<b>Date:</b>	<b>Revision Control:</b>	<b>Initiated By:</b>
1.0	9/6/2024	Developed	Stephanie Mosedale – Director: Philanthropy