



MEMBERSHIP MANAGER

The Buffalo Zoo is looking for a **Membership Manager** to oversee all facets of the Zoo's membership program with a focus on cultivation, acquisition, retention and engagement. This position reports directly to the Chief External Relations Officer.

Duties Include:

- Develop and implement a strategy to grow the Membership program with a focus on cultivation, acquisition and retention.
- Develop and implement a strategy to enhance the Buffalo Zoo Adopt-an-Animal program including solicitation, renewal and development of collateral materials.
- Oversee the creation and production of all member materials and communications, including membership direct mail program, online content and all solicitation and fulfillment materials.
- Develop and monitor a membership dashboard that incorporates regular member feedback and tracks program health, growth and progress. Develop insights and make recommendations to ensure continuous success of membership program.
- Execute the monthly membership renewal process, including record selection, printing and coordination of volunteer and mail house support.
- Collaborate with animal care, events and marketing and communications teams to assist in the creation and execution of new member benefits and events.
- Working with the Volunteer Manager to schedule and train volunteer help as needed.
- Provide management, leadership and mentorship of the Membership Associate, including annual performance reviews.

Requirements:

- Three years' experience working in development and/or membership, plus Associate's or Bachelor's degree or a combination of education and experience.
- Working knowledge of Microsoft Office, Google applications, and CRM database software required (knowledge of Raiser's Edge a plus).
- Demonstrated ability to provide quality customer service and lead and balance work with a variety of internal and external stakeholders.
- Sound judgment in working independently and with colleagues in other departments.
- Required to work weekends, evenings, and holidays as needed.
- Highly organized and detail-oriented, flexible and collaborative with an ability to prioritize and manage multiple tasks simultaneously.
- Excellent written and oral communication skills, and positive, can-do attitude.
- Successful completion of a post-offer pre-employment general medical screen and drug test.
- Successful completion of a post-offer pre-employment background check.

Physical Demands

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.

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, or crawl and talk or hear. 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.

Benefits / How to Apply

This is a full-time, non-exempt hourly position. Salary starting \$25.00 per hour / commensurate with experience. Benefits available include health plan, HSA, life insurance, long term disability insurance, dental, vision, 403B retirement plan, annual leave time, holiday time, and sick time benefits. Benefits are available after the successful completion of an introductory probation period of 60 days of work.

Please submit resume and cover letter (no phone calls please) to: buffalozoojobs@buffalozoo.org
Position open until filled.

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