



MEMBERSHIP MANAGER

The Buffalo Zoo is looking for a **Membership Manager** to oversee all facets of the Zoo's membership program, including acquisition, renewals and member engagement. The successful candidate would report directly to the Director of Development.

Duties include:

- Helping to create and market a membership plan that addresses acquisition and retention.
- Managing the membership direct mail program and department budget.
- Preparing weekly and monthly membership reports with statistics for each membership category.
- Soliciting corporate member partners.
- Working with the Art Director and Communications Manager on the quarterly member newsletter.
- Helping to create the vision for membership events and assisting in coordination of the events as needed.
- Overseeing the Zoo's Adopt an Animal program.

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).
- Strong communications skills and a devotion to customer service.
- Sound judgment in working independently and with colleagues in other departments.
- Required to work weekends, evenings, and holidays as needed.

This is a full-time, hourly position. Benefits available include health plan, life insurance, dental, vision, 403B pension plan, annual leave time, holiday time, and sick time benefits. Benefits are available after the successful completion of a probationary period of 60 days of work.

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.

Please submit resume and cover letter to (no phone calls, please):

Kara Lee, Director of Development

klee@buffalozoo.org

EQUAL OPPORTUNITY EMPLOYER