Admin and Gift Entry Coordinator

The Organization

The Minnesota Zoo Foundation (Foundation) is a 501(c)3 nonprofit organization whose purpose is to help realize the mission of the Minnesota Zoo by raising contributed income from individuals and institutions.

The Minnesota Zoo opened in 1978 as a state agency with a mission to connect people, animals, and the natural world to save wildlife. Today the Minnesota Zoo is the state's largest environmental learning center and an international leader in providing high-quality education and conservation programs that bring families in touch with the diverse habitats, cultures, and animals of the natural world.

The Foundation and Minnesota Zoo have recommitted to a close collaboration in achieving our joint mission, most recently in our COVID-19 Impact Recovery Plan as we rebuild our capacity and build on our donor support in the wake of the pandemic. The Foundation's Priorities for this plan are People First, Data Driven, Sustainable Business Model, and Donor Journey.

General Description

The Admin and Gift Entry Coordinator at the Minnesota Zoo Foundation provides an essential support role to all fundraising efforts, and enhances the effectiveness of the Director of Operations, and the entire Foundation, by providing high level administrative support and assisting with gift entry. This full-time position will share gift entry and administrative responsibilities with existing Operations team staff by ensuring prompt, efficient, and accurate gift entry and processing of donations, and coordinate day-to-day office operations and provide administrative support. These responsibilities may change throughout the year based on changing gift volume, special events, and the ebb and flow of campaign and appeal cycles.

We are looking for a detail-oriented candidate who has experience working daily in databases and supporting an office or executive with office/admin support. The ideal candidate will have gift entry experience in a nonprofit, where they are used to a wide variety of gift types and procedures. They will work in a fast-paced environment and must be able to manage a variety of tasks, while meeting demanding and often competing deadlines. This is a hybrid work position, onsite at the Minnesota Zoo 2-3 days per week

Essential Duties and Responsibilities

Gift Entry (45%)

- Prompt entry of donations into the Tessitura database, including gifts received through the mail, phone, web, electronic fund transfers and wires, on-site visits and collection boxes, and special events; tracking pledges and pledge payments;
- Maintain accurate records in the Tessitura database by updating donor records with the goal of providing consistent and current information for stakeholders;

- Ensure best practices and Foundation procedures are followed to achieve the best quality of data in the Tessitura database as possible. This may include verification of constituent information, updating addresses and contact preferences, updating deceased constituents records, status of monthly donors, portfolio donors, and institutional records, etc;
- Reach out to donors or internal stakeholders to clarify gift intent or gather missing information;
- Work closely with both Zoo and Foundation stakeholders on strategic projects including training, system upgrades and implementations and reporting and documentation;
- As needed, process event registrations and related donations, including from third party event registration websites into the Tessitura database.

Admin Support (45%)

- Provide general administrative support to the Director of Operations and Chief Advancement & Strategy Officer
    - Assist with scheduling, creating presentations, and organizing documents for meetings;
    - Draft accurate and timely minutes and track follow-up for internal / external meetings;
    - Maintain organizational calendars, schedule, and prepare agendas for internal meetings;
    - Assist with setup for in-person meetings, Board meetings, Committee meetings, etc;
    - Coordinate and appropriately code invoices from external vendors, to ensure timely processing by contract bookkeeper;
- Office Space Management
    - Manage collateral inventory in conference room/ donor lounge;
    - Manage inventory, including ordering donor hospitality supplies;
    - Maintain office supplies inventory; anticipate needed supplies; evaluate new office products; place and expedite orders for supplies and verify receipt;
    - Oversee office space scheduling tracking / support hybrid work for staff;
    - Coordinate office and shared kitchen cleaning and organization;
- General Administrative Support
    - Prioritize and route incoming mail to appropriate staff / departments;
    - Manage electronic and paper filing systems;
    - Support standard operating procedure documentation and dissemination;
    - Occasional running of errands onsite or offsite, including using personal vehicle.

Other (10%)

- Participate through active involvement in team and all staff meetings, events, and training;
- Provide on-site support for events and programs as needed by the Foundation, which typically occur on the weekends or in the evenings;
- Additional responsibilities may be assigned based on the changing needs of the organization and the successful candidate's interests, aptitude, and experience.

Work Experience and Qualification Requirements

Core Requirements

- Strong attention to detail with the ability to multi-task and prioritize;
- Direct, demonstrated proficiency performing daily in data entry
- Demonstrated experience handling confidential and sensitive information;
- High level of digital literacy. Demonstrated proficiency with Microsoft Office products. An advanced knowledge of Microsoft Excel is required; Demonstrated ability to learn new software systems.
- Excellent demonstrated organizational, critical thinking, analytical, and problem solving skills;
- Excellent written and oral communication skills, including the ability to interact appropriately with donors and the general public via email, over the phone, and in person;
- A valid driver's license and at least one year of driving experience to perform the job safely.

Preferred Qualifications

- 2-3 years of experience with a donor database, Tessitura preferred;
- Detail-oriented with a track record of successful project management.

General Foundation Qualification Requirements

- Collaborative style and the ability to work with a diverse group of individuals both inside the organization and out in the community. Experience, ability, and commitment to working with individuals and teams that are mixed across lines of difference such as race, gender-identity, sexual orientation, religion, ability, age, class, and immigration status;
- Ability to clearly represent and present the mission and vision of the Minnesota Zoo;
- Ability to work independently and as a team member in a fast-paced environment;
- Strong organizational skills, including the ability to prioritize and manage multiple deadlines;
- High degree of integrity, ethical decision making, and commitment to maintaining confidentiality;
- Occasional evening and weekend work required and must be capable of planning and managing independent travel.

Physical Demands and Working Conditions:

- Must be able to perform the essential duties of the position with or without reasonable accommodation;
- Physical Demands: Required to use a computer and phone; Frequent use of hands for data entry/keystrokes and simple grasping; ability to navigate the Zoo and accompany donors and prospects on tours in variable weather conditions, both indoor and outdoor. Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to lift, carry, push, pull or otherwise move objects, including lifting objects up to shoulder level;
- Working Conditions: Moderate noise level in an office setting, occasional exposure to prevalent weather conditions on the campus of the Minnesota Zoo. Time spent on computer: 75%. Time spent in virtual or in-person meetings: 20%;
- Location: This position is a hybrid position, and will be 40-60% work from home (telework), 40-60% in the office. Occasional driving personal vehicle to run errands for the Foundation will be required;
- All Foundation employees must comply with our COVID-19 policies and procedures.

Education Requirements: Professional certifications, coursework, or relevant professional experience.

Reports to: Director of Operations
Supervises: n/a

Type of Position: Full-time, non-exempt, 40 hours/week, including occasional weekends and evenings
Salary Range: $19-$21/hr, based on experiences & qualifications, plus a generous benefits package (health, dental, vision, Life/STD/LTD/ADD insurance, HSA, 401K)

How to Apply: Email cover letter and resume to FoundationJobs@mnzoo.org
Applications received by February 20, 2023 will receive first consideration.

Equal Opportunity Employer:

The Minnesota Zoo Foundation is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees, and all employment decisions are decided on the basis of qualifications, merit, and business need.

Last Reviewed: 02/09/2023