

## **Friends of Zoo Boise**

### **Donor & Experiences Coordinator**

**Position overview:** Friends of Zoo Boise is seeking a full-time Donor & Experiences Coordinator to support the Donor Engagement and Rental, Events, and Experiences Departments with organizational tasks necessary to run rentals, events, membership, fundraising, and conservation activities of Friends of Zoo Boise.

This multifaceted role blends event coordination, guest services, and donor engagement to help create unforgettable experiences that inspire and connect people with wildlife. From organizing Private Animal Encounters and birthday parties to supporting overnight adventures and large-scale events, you'll play a key role in bringing joy to visitors of all ages. In addition to delivering exceptional hospitality, you'll support critical conservation efforts, donor relations, and membership services — all while working in a fast-paced, collaborative environment that values creativity, flexibility, and a passion for animals.

**Employer:** Friends of Zoo Boise

**Reports to:** Events and Client Relations Manager.

**Schedule:** 40-hour work week, typically 8AM - 5PM, scheduled Thursday-Monday. Some evenings are necessary.

**Compensation:** This position pays \$17-19 hourly, depending on experience. The organization offers competitive health insurance coverage, retirement plan, and vacation/sick leave benefits.

#### **Job Duties:**

Rentals, Events, and Experiences:

- Coordinate Private Animal Encounters, including scheduling and staffing.
- Track renter responses to ensure contract, certificate of liability insurance, and deposit are received by date indicated in agreement.
- Communicate with renters to assess all setup and attendance needs and seek feedback on their experience following the event.
- Organize birthday parties and other parties requiring reserved space during regular business hours, including setup and take down of tables, chairs, signs, etc.
- Coordinate Snooze at the Zoo events in partnership with the Education Department.
- Serve as second on-site staff during larger rentals.

- Confirm all website information on rentals, events, and Private Animal Encounters is accurate.
- Assist in preparation consisting of errands, purchases, assembly, decorations, supplies, and set up for zoo events.
- Schedule new and returning vendors to participate in events.
- Maintain organization of event storage areas, including accurate inventory and location of all Friends of Zoo Boise tables, chairs, linens, and costumes.
- Assist the Events and Client Relations Manager with the preparation, processing, and maintenance of rental client files and ensure timely processing of paperwork including insurance forms, price quotes, and reservation materials.

#### Donor Engagement and Administration:

- Assist with processing annual memberships including data entry, mailings, renewal reminders, and other benefit fulfillment needs. Serve as backup to assist with membership inquiries.
- Assist with fundraising needs including donation and thank you processing, maintaining records for donor files, etc.
- Assist with appeals (assembling, printing, etc).
- Assist with organizational aspects of Zoo Boise conservation programs, including revenue collection and maintenance of in-zoo conservation stations.
- Perform multi-weekly errands for the zoo including bank runs, postal runs, and report deliveries.
- Perform duties in accordance with zoo policies.
- Other duties as assigned.

#### Qualifications

- High school diploma or GED required.
- Must be at least 18 years old.
- Have a valid driver's license or have the ability to obtain one.
- Capacity to work independently and in teams.
- Negative TB test (upon hire).
- Energy, humor, creativity, professionalism, maturity, and strong work ethic.
- Excellent interpersonal and communication skills, both written and oral.
- Must be able to work outdoors in a variety of temperatures.
- Demonstrate ability to tactfully handle stressful situations, negotiate and resolve conflicts, and maintain confidentiality.
- Strong organizational and computer skills with proficiency in MS Word, Excel, and Outlook.
- Excellent time management, organization, and independent judgment skills. Willingness to take responsibility and problem solve in a proactive manner. Ability to follow as well as give direction.
- Ability to work flexible work schedule including nights and weekends.

- A passion for conservation and the mission of Zoo Boise.
- Excellent attention to detail.

**About Zoo Boise:** Zoo Boise is a 17-acre zoo located in beautiful Julia Davis Park of downtown Boise, Idaho. It is home to over 300 animals from 100 species and receives 325,000 visitors annually. Zoo Boise is accredited by the Association of Zoos and Aquariums and is dedicated to wildlife conservation. Zoo Boise is operated by Friends of Zoo Boise and the City of Boise's Parks & Recreation Department.

The Friends of Zoo Boise is a 501(c)(3) membership organization that supports Zoo Boise in the area of animal acquisition, capital improvement projects, education programs, volunteer opportunities, and special events. The goal of each of these components is to increase public awareness, knowledge, and appreciation of the zoo, wild animals, animal habitats, species conservation, and the environment.

**How to apply:** Submit a cover letter, resume, and three references to: Alicia Records, Deputy Zoo Director, to [arecords@cityofboise.org](mailto:arecords@cityofboise.org).

This posting will be active until it is filled.

Please no phone calls.