Membership Specialist
Evansville Zoological Society

Title: Membership Specialist (Part-Time)
Reports to: Marketing Director

The Membership Specialist supports all functions related to member and donor service. Works closely with the Marketing and Visitor Services departments to maintain excellent customer service and timely response via phone and email correspondence.

Responsibilities:

- Implement Mesker Park Zoo member recruitment, renewal, and upgrades strategies set by the Marketing Director
- Provide service to member and donors through in person, phone and email correspondence and ensure all communication and grievances are handled in compliance with Mesker Park Zoo’s customer service standards
- Maintain inventories of membership supplies
- Oversee processing of online memberships and donations
- Serve as an “expert” on membership and interact daily with other departments to verify accurate reporting and processing
- Assists with mailings, projects, programs, events and other duties as assigned

Required Knowledge, Skills & Abilities:

- Excellent customer service skills
- Proficiency with Microsoft Office Suite
- Ability to work productively in a team environment
- Ability to understand and carry out oral and/or written instructions
- General knowledge of fundraising, word processing, customer service, office and record keeping procedures
- Willingness and ability to learn and utilize Gatemaster ticketing system and DonorPro software

Physical Requirements:

- Position is primarily sedentary and based in an office environment. This individual must have the ability to move throughout the zoological and botanical facility.

This is a part-time, hourly position (29 hours) with the Evansville Zoological Society. Interested candidates should send resume and cover letter to marketing@meskerparkzoo.com.

All applications will be treated with the strictest confidence. We will accept application materials until the position is filled. We intend to contact qualified applicants but cannot promise any applicant an individual contact.