



Position Description

Position Title:	Development & Membership Coordinator
Reports To:	Development & Membership Manager
Salary:	20.00/hour
Pay type:	Hourly pay
Pay Status:	Non-exempt; eligible for overtime
Benefit status:	Eligible for all benefits
Hours:	40 hours per week; 5 days/week Hours may vary and are subject to change Holiday, nights, and weekends as needed

Position Summary

The Development & Membership Coordinator is a dynamic role at Tohono Chul Park that serves as the administrative backbone for the department's fundraising and membership initiatives. Operating within a high-growth, collaborative environment, the coordinator is responsible for maintaining the accuracy and integrity of the donor database through meticulous gift processing and standardized data entry. This position ensures premium experience for the Park's community by providing professional customer service, managing membership benefits, and facilitating personalized donor correspondence. Beyond technical maintenance, the coordinator manages specialized programs such as Tributes and Memorials and oversees the vital volunteer support needed for large-scale departmental outreach. As the organization continues to expand, the coordinator plays a proactive role in scaling administrative systems and streamlining operations to support a growing donor and membership base.

Essential Duties and Responsibilities

Database Management

- Oversee the accurate entry and timely acknowledgment of all gifts and memberships to maintain high donor satisfaction.
- Establish and maintain standardized data entry protocols to ensure that development staff and volunteers input information accurately and consistently.
- Administers and distributes membership benefits to ensure high-quality experience for all donors and members.
- Monitor active memberships and renewal cycles while analyzing data trends to help inform the department's retention and growth efforts.
- The role involves generating custom database queries to support fundraising campaigns and creating segmented lists for things like direct mail appeals and event invitations.
- Proactively updates contact information and communication preferences based on email bounce-backs or direct requests from donors and members.
- Manage recurring gifts and memberships by updating payment details and troubleshooting failed transactions to prevent lapses in support.

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- Delivers professional and accurate customer service through phone and email correspondence to foster positive, long-term relationships.

Administration Support

- Manages the mailing of letters, invitations, postcards, and donation requests to ensure timely and professional outreach.
- Provide volunteer support for the department at events and manage in-office volunteers for administrative tasks, including the folding, stuffing, and sealing of envelopes.
- Assists with the planning and execution of department events to ensure a seamless experience for all attendees.
- Manages the Tributes and Memorials program by receiving requests, communicating directly with donors, and ensuring each tribute is successfully brought to life within the park.
- Assists with creating and distributing Corporate Membership invoices while monitoring accounts to ensure all corporate memberships remain current and active.
- Maintaining and ordering department supplies and marketing collateral to keep daily operations running smoothly.
- Manages the production of official name tags for staff and volunteers to support organizational branding and professional appearance.
- Build and sustain strong member relations by applying high attention to detail when handling member requests and volunteer interactions.
- Performs general administrative tasks and provides operational support to help sustain and scale the department as the donor and membership base continues to grow.
- Other duties as assigned

Education and Experience

Required:

- High School Diploma or GED
- Four years related membership or development office experience and/or training; or equivalent combination of education and experience.
- Proficient in relevant computer software and hands-on experience with Microsoft Outlook, Word, and Excel.
- Attention to detail to ensure work is accurate
- Excellent data entry skills
- Prioritize, multi-task, and meet tight deadlines with minimal supervision
- Strong verbal and written skills
- Maintains positive and professional communications with coworkers, management, volunteers, and members/donors at all times
- Able to work well in a collaborative team environment.
- Ability to manage up, down and around



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- Must be energetic, confident, motivated, and meet all physical requirements of the position.

Preferred:

- Previous association or non-profit experience
- Raiser's Edge/ClearView database experience

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Diversity, Equity and Inclusion:

Tohono Chul is proud to be an equal opportunity employer. We encourage applications from candidates of all backgrounds, experiences, and perspectives. We believe that a diverse and inclusive workforce is essential for fostering creativity and achieving our mission.

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 talk and hear. This position is very active and often requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 20 pounds, anything greater should be done with assistance. Specific vision abilities required by this job include, close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing 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 exposed to outside weather conditions. The employee is frequently exposed to fumes or airborne particles, moving mechanical parts and vibration. The noise level in the work environment is usually moderate.

About Tohono Chul Park

Tohono Chul is a beloved 49-acre public garden, botanic garden and arboretum in Tucson, Arizona, founded in 1985. Our mission is to serve as a community oasis, where reverence for the cultural and natural ecology of the Sonoran Desert region inspires responsible stewardship so that future generations may thrive. A destination for both local residents and global visitors, it has been recognized as "One of the World's Ten Best Botanical Gardens" by Travel + Leisure Magazine.



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Mission

We are a community oasis where reverence for the cultural and natural ecology of the Sonoran Desert region inspires responsible stewardship so that future generations may thrive.

Vision

We envision a Tohono Chul that is:

- An ecological leader
- An immersive environment
- A commons

Values

- Stewardship
- Belonging
- Integrity

To Apply

Submit resume and cover letter via email to: Humanresources@tohonochul.org