

## **Administrative Assistant**

### **Summary:**

Wildlife Prairie Park, a 2,000-acre zoological park located outside Peoria, IL, is home to over 150 animals and 50 different species native to Illinois. The park promotes its mission of conservation, education, and recreation. We are seeking a part-time **Administrative Assistant** to provide support for the park's membership program and assist with donor relations and other administrative duties.

This part-time role is critical in supporting the park's membership program, donor relations, and the executive team. The ideal candidate will be detail-oriented, have exceptional communication and time-management skills, and demonstrate a passion for growing and retaining memberships to help further the park's mission of conservation, education, and recreation.

As an integral part of the administrative team, the Administrative Assistant will manage various responsibilities, including maintaining accurate records, coordinating membership communications, processing donations, and providing administrative support for executive-level tasks. The successful candidate will have a proactive attitude, the ability to manage multiple priorities effectively, and a commitment to delivering excellent service to members, donors, and park stakeholders.

### **Essential Duties and Responsibilities:**

#### **Administrative Support:**

- Provide general administrative assistance, including answering phones, managing correspondence, and maintaining files.
- Prepare and process reports, invoices, and other documentation related to membership and donor relations.
- Maintain and organize office supplies for the department.
- Handle confidential information with discretion and professionalism.
- Collaborate with other departments to ensure alignment with the park's overall goals.
- Perform additional tasks as assigned to support administrative, membership, and development efforts.

#### **Membership Program Assistance:**

- Support the administration of the park's membership program, including data entry, member communication, and processing applications.
- Assist with organizing Members-Only events and programs.
- Respond to membership inquiries and provide excellent customer service.
- Collaborate with the marketing team to update and maintain membership and donor-related materials.

- Assist with email campaigns and other outreach efforts to promote membership and donor engagement.
- Act as a representative of the park, providing information about its mission and programs.
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**Donor Relations Support:**

- Process and acknowledge donations, ensuring accurate record-keeping in the CRM system.
- Prepare thank-you letters and other correspondence for donors.
- Assist with donor prospect research and maintain an organized donor pipeline.
- Support the planning and logistics of donor stewardship events.
- Build positive relationships with donors, members, and community stakeholders.

**Qualifications:**

- High school diploma or equivalent; bachelor's degree preferred in business administration, hospitality and tourism or communications.
- Previous administrative experience, preferably in a nonprofit or membership-based organization.
- Strong organizational skills with the ability to manage multiple tasks and deadlines.
- Excellent written and verbal communication skills.
- Proficiency in Microsoft Office Suite and familiarity with CRM systems (preferred).
- Detail-oriented with strong problem-solving abilities.
- Friendly and professional demeanor with a commitment to providing exceptional customer service.