

worship 24/7

JOB DESCRIPTION

TITLE: Donor Care Specialist
STATUS: Full time (40 hours/week)
REPORTS TO: President

This position consists of two areas of emphasis:

1. Primary area (80%) is in Donor Relations with an emphasis on nurturing and retaining monthly donors.
2. Secondary area (20%) is in Office Operations & general admin support, especially for the President.

Donor Care

Purpose: Consistently communicate through every platform available the value each donor is providing to the overall purpose and vision of Worship 24/7.

As a newly created position, the person who is hired will be tasked with designing, developing, and implementing systems and ideas that will result in a trackable increase in donor retention and growth. With a focus on ministering to donors, an effective Donor Care Specialist will naturally increase the donor's passion and loyalty to Worship 24/7.

Tasks & Responsibilities include but are not limited to:

- Call to thank all first-time donors, regardless of the size of their gift.
- Develop, implement, sustain and continually monitor a system to pre-empt expiring credit card info of monthly donors.
- Develop, implement, sustain and continually monitor a system to re-activate monthly donors who have discontinued giving.
- Write monthly e-mail that serves as a notice that their monthly gift has been processed and shares a listener story.
- Coordinate quarterly direct mail appeals.
- Assist in the development of an overall communications plan which will deepen donor relationships. Ideas include:
 - A newsletter with content focused on listener stories, but also that communicates the mission and vision of Worship 24/7.
 - E-mail appeals with strategic content and scheduling
 - Phone calls, text, e-mail and hand written communication.

- In coordination with President, facilitate major donor events in each market. Currently Tacoma, Spokane, Amarillo and Central Oregon
- With the President, coordinate all logistics of the quarterly on-air fundraisers
 - Procuring, recruiting, scheduling Phone Center Volunteers
 - On-Site Management of the Call Center during fundraiser days
 - Answering calls and praying with donors
- Understanding how to best utilize Bloomerang, our Donor Management System.
- Other tasks as designated by President or developed by the individual's initiative.

Office Operations

Tasks & Responsibilities include but are not limited to:

- Support the staff through general clerical duties, as needed
- Coordinating Staff functions as directed
- Internal staff communication, as needed, on behalf of President and staff
- Other tasks as required and/or assigned by the President

TRAITS NEEDED FOR THE POSITION

- In addition to the exemplifying company Core Values, the person must be:
 - An enthusiastic listener of Worship 24/7
 - Energized by interaction with people
 - Motivated by Goals
 - Highly organized/Task Driven
 - Friendly
 - Diplomatic
 - Diligent
 - Professional demeanor
 - Self-motivated

SKILLS NEEDED FOR THE POSITION

- Clear and concise communication – in writing, on phone, through electronic methods, and interpersonally
- Proficiency in Microsoft Office
- Ability to develop, implement, and evaluate internal systems for greater efficiency

EXPERIENCE REQUIREMENTS

- Minimum of two years in customer and/or donor services

EDUCATION REQUIREMENTS

- Bachelor's Degree or equivalent work experience

ADDITIONAL DOCUMENTS NEEDED

- Three references, including:
 - Name of supervisor in last three jobs

- Contact Information for each reference
- Job history for the last five years, including:
 - Dates of employment
- Salary desired