

Position Title: Client & Donor Communications & Engagement Facilitator (32 hours per week)

We are looking for a ministry minded skilled individual who possesses a friendly and warm personality, an attitude of excellence and exceptional interpersonal skills, both written and verbal, to join our team in our client & donor communications & engagement facilitator. This individual will have attention to detail and organization skills, as well as compassion and sensitivity to the population group we serve. This position is the first point of contact as receptionist for clients, donors, and the general public. Provides administrative support to Executive Leadership relating to board and donor communications. In addition, connecting donors to the individuals we serve through personal calls, written communication, and client stories is key. Facilitating the expression of gratitude from clients to donors in creative ways to make the donor experience meaningful and affective. This position will, as needed, recruit/manage volunteers along with providing administrative support for all our events.

Education/Experience: Strong computer and administrative skills, office management is preferred; however, a variety of proven abilities and experiences in office or organizational settings will be considered. Proficient in Microsoft Suite, Excel, Word, and database systems. Creative writing would be considered an asset.

Key Duties:

- Overall reception duties: Answer incoming phone calls, track messages and forward in a timely manner, receive deliveries, and welcome guests.
- Administrative support to executive leadership.
- Provide administrative support for our events.
- Compile and coordinate quarterly newsletter.
- Written communications: thank-you cards, birthday cards, treasure-builder anniversary cards, and e-blasts.
- Appeal letter coordination.
- Support the social media/marketing team by coordinating video clips and photos from events.
- Donor thank-you calls, treasure builders, donors (\$500) and below.
- Personal calls to donors re: invite to events.
- Client relations: follow-up with clients for written or video thank-you to general and specific donors.
- Follow-up with clients regarding their written stories.
- As needed, this position will attend events and recruit/manage volunteers along with providing administrative support for all our events.

In addition to being a part of a mission that is greater than themselves, staff enjoy the following:

- Opportunities to exercise their faith working and collaborating alongside a supportive team
- Benefits (for those who work 32+ hours per week)

- Work-life balance
- Generous vacation time and paid time off during the Christmas holiday
- Great work environment and office spaces
- Flexible work days/hours
- Possibility to work some hours in a hybrid work environment.