

VOLUNTEER POSITION
DONOR SERVICES VOLUNTEER

Position Title: Donor Services Volunteer

Department: Marketing and Development

Reports to: Donor Services Officer, Jenna Forstrom

Time Commitment:

1-3 hour shift, once a week (preferably on the same day each week). The length of the shift varies depending on the needs of the day of the volunteer shift. Currently looking for support mainly on Mondays and Fridays.

Position Summary: Implementing communications to thank and acknowledge donors' gifts. Assist Donor Services Team with donor service activities as needed.

Essential Duties and Responsibilities:

- Supporting Gift Processing with folding, stuffing receipts, and second gift appeals
- Calling new donors to thank them for their gift and welcome them to Medical Teams
- Mail welcome newsletters to new donors
- Writing and addressing "Thank You" letters

Other Duties:

- Enter activities into CRM database (if trained)
- Supporting additional Donor Services tasks like anniversary celebrations, tribute / memorial cards, vulnerable donor cards, and prayer requests
- Handle return mail
- Update Additional Docs as time allows

Desired Minimum Qualifications:

- Friendly communication skills
- Organizational skills

Tools and equipment used:

- Medical Teams donor engagement materials
- Laptop (if trained to use CRM)
- CRM database

Created on: 8/18/2023