

Vermont Public Radio

Job Title: Development Services Associate
 Department: Development
 Reports To: Manager of Development Services
 FSLA Status: Non-Exempt
 Prepared Date: 10/3/2017

SUMMARY: The Development Associate performs daily responsibilities including donor communications, gift processing and donor account updates. As organizational needs require, the Development Associate assists the department and supervisor on projects outside of the functional area of responsibility.

ESSENTIAL ROLES:

1. Donor Communications
2. Gift Processing
3. Donor Account Updates
4. Special Assignments and Projects

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Essential Responsibilities	Outcomes
Respond to donor questions and concerns and troubleshoot issues communicating via phone, email, mail, and in- person.	Donor inquiries are resolved timely and accurately through clear and respectful communications that strengthen relationships.
Process gifts and recurring gift updates.	Donor gifts and financial updates are processed in a timely, accurate manner reflecting consistent quality assurance practices and diligent handling of complex scenarios.
Generate and send standard donor communications.	Meet customer service levels for donor acknowledgments and other communications while adhering to quality assurance and record documentation practices.
Perform updates to donor accounts.	Donor accounts reflect current demographics, relationships, preferences and attributes, and are merged accurately.
Participate in special assignments and projects as requested.	Incorporate special assignments and projects into daily responsibilities when departmental priorities require.
Demonstrate personal skills and characteristics that model excellence in the organization.	Promote a collegial and mutually respectful atmosphere within the department and the organization.

EXCELLENCE IN THIS ORGANIZATION includes the following:

1. A high level of commitment and dedication to the mission of VPR and public radio.
2. Preserving confidentiality appropriately.
3. Serving as an excellent ambassador for VPR, both formally and informally. Helping listeners, potential listeners, donors and potential donors connect with VPR.
4. Facilitating respectful communications across departments, among employees, and with the public. Fostering open and candid relationships with VPR listeners and donors. Managing conflict constructively.
5. Demonstrating a commitment to the continuous improvement of VPR's ability to fulfill its mission and vision. Demonstrating and encouraging creativity and enthusiasm for this work.
6. Expressing consistent, high performance expectations for themselves, their department, VPR's leadership and VPR.
7. Developing a broad understanding of all of VPR's departments, programs and services sufficient to assist donors, collaborate effectively with peers, ensure excellent communication and teamwork among departments.

SUPERVISORY RESPONSIBILITIES: None

POSITION REQUIREMENTS:

Education and Experience: High school degree. At least 2 years of professional experience demonstrating aptitude for customer service, technology, data, financial figures, and a high degree of confidentiality.

Essential Skills: Excellent communications (verbal and written in English), interpersonal and organizational skills required. Demonstrated ability to work collaboratively and independently, with focus and attention to detail in an open office environment. Demonstrated ability to exhibit teamwork and adaptability. Working knowledge of Microsoft Office; proficiency with Excel, Word and Mail Merge.

Physical Demands: While performing the duties of this job, the employee must regularly talk, hear, and sit or stand facing a computer using a keyboard for extended periods, use hands to feel and hold, and reach with hands and arms. The employee must occasionally lift and/or move up to 5 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus and use dual monitors. The work environment is an open environment office and noise levels vary. (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.) *Please note: This is not an all-encompassing statement of this position's responsibilities. While it attempts to be comprehensive, new responsibilities may be assigned to this position at any time.*