

Title: Partner Impact Representative

Department: Development

Reports to: Partner Impact Coordinator

Classification: Full-time, non-exempt, 40 hours per week

SUMMARY: Frontiers is a Christian, faith-based non-profit partnering with churches to send their workers overseas. We're looking for a representative who can provide donors with excellent service, important and timely information, by the most effective and efficient processes we can implement.

ESSENTIAL RESPONSIBILITIES:

- Develop and enhance donor relationships by answering inbound calls/donor emails.
- Enter and manage data as required into donor database management tool.
- Respond to donor inquiries and concerns; research as necessary for resolution; refer elevated concerns to Coordinator.
- Occasionally make outbound calls to donors on behalf of the ministry to resolve inquiries and concerns.
- Increase donor loyalty by developing relationships and affirming donor's giving.
- Understand steps in gift processing.
- Maximize donor operational performance by providing customer service resources and technical advice and by resolving problems.
- Develop and enhance customer relationships, ensuring accurate and timely donor response.
- Provide administrative assistance to the Development department and caseworkers (special mailings, projects, letters).
- New Donor to Mission Fund project: prepare monthly report, letters and coordinate mailing of New Donor packets.

SKILLS/TRAITS:

- Possess computer skills and experience with Microsoft Office, especially Excel and Word.
- Capable of using donor management software: Virtuous and Donor Dashboard or other software applications.
- Possess strong customer service skills—active listening, empathy, problem solving.
- Express outstanding telephone skills and etiquette.
- Display excellent interpersonal and organizational skills.
- Establish successful experience in a customer service or personal contact role, including goal setting and performance measurements.
- Show experience with chat-based customer service and with VoIP systems.
- Able to take initiative with little direction and to make decisions independently.
- Able to sit for long periods of time, including a minimum of 3 hours of phone time daily.

QUALIFICATIONS:

- Have a personal relationship with Jesus Christ.
- High School diploma or GED required.
- 3+ years of experience using donor relations database and other Web-based applications.
- 3-5 years of recent customer service experience.
- Availability to work 7:00am-4:00pm or 8am-5pm, Monday – Thursday and 8am-12pm Friday

Frontiers values the importance of life and work balance and offers flextime options. This job posting is a summary of the position. A full description will be provided during the recruiting process.

To apply, send a cover letter and resume to hr@frontiersusa.org. No phone calls please. Because of the number of emails received, you may not receive an individual response.