

JOB DESCRIPTION

JOB TITLE: Development Clerk (Donor Relations)
SUPERVISED BY: Supervisor – Development (Donor Relations)
SUPERVISES: No One

PURPOSE OF POSITION: To communicate by phone with the Agency's donors, to represent the President/CEO in all interactions with donors, to encourage continued support of the Agency's mission and to keep track of the donors and the conversations on the AS400.

ESSENTIAL QUALIFICATIONS:

- High school diploma.
- Ability to speak clearly and effectively
- Ability to be assertive, outgoing, persuasive and innovative
- Good judgment with mature decision making ability.
- Excellent typing and/or computer skills
- Self-starter in team atmosphere.
- Flexibility to work a schedule that may occasionally include a weeknight or Saturday.
- Flexibility to change tasks and/or assignments, especially on short notice.
- Ability to maintain confidentiality.
- Ability to lift and/or move up to 15 pounds.
- Maturity and sensitivity to cultural and individual differences.
- Commitment to the mission, values, and goals of the Agency.
- Regular and predictable attendance.

ESSENTIAL FUNCTIONS:

- Act as a telephone representative of the Home, staying current with agency's plans, programs and stories.
- Code donor files appropriately and enter relevant comments on file.
- Compose correspondence as appropriate.
- Maintain select donor relationships.
- Assess major or planned gift potential of donors and forward relationships as indicated to major/planned giving officers.
- Attend regular Donor Relations and intradepartmental staff meetings.
- Relay any "problem-calls" to supervisor and suggest follow-up plans.
- Be sensitive to current support of donors, (e.g., cash contributions, wills, annuities) and refer such details to appropriate staff member for follow-up.

RECEIPT AND ACKNOWLEDGMENT:

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.

- This job description in no way states or implies that these are the only duties to be performed by the jobholder. Job duties, tasks, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Agency.
- I have read and understand this job description.

This job description was agreed to by:

Development Clerk (Donor Relations)

Date

Mercy Home for Boys & Girls (The Mission of Our Lady of Mercy, Inc.) is a non-profit Illinois Corporation and an equal opportunity employer.