

<b>Job title</b>	<i>Fundraising Coach</i>
<b>Reports to</b>	<i>VP Client Relations</i>

### **Job purpose**

The purpose of this position is to work and develop leads into drive partners. Leads include schools, churches, nonprofits organizations, and civic groups. This position provides support to the fundraising partners to maximize their success. This position also oversees the day to day coordination of drives in their region by working closely with the VP Client Relations to manage the goals, clients and data to ensure that all leads in their region are properly managed and receiving support and supplies as needed to help ensure their success.

### **Duties and responsibilities**

- Assists in answering incoming calls in a professional and friendly manner, providing information as needed and routes calls to appropriate staff as required.
- Takes and conveys written messages to staff.
- Monitors and responds to incoming communication (e-mail) in a timely manner.
- Work to turn incoming leads into successful fundraising drive partners.
- Communicate with fundraising drive partners to clearly establish drive goals
- Communicate the Funds2Orgs Shoe Drive Strategies with fundraising drive partners
- Communicate with Marketing Department to coordinate PR efforts and materials needed
- Monitor each fundraising drive partner's progress toward goals on regular basis
- Update status of each drive and communicate to internal team on a weekly basis
- Communicate with Operations and Logistics Department to coordinate logistics for pickup upon drive completion
- Report opportunities or issues that arise to VP Client Relations immediately
- Manages CRM data for their region by verifying call assignments, managing outstanding SDA's, managing planning calls needs and managing the backlog for the region.
- Manages drive growth for their region to oversee current drives and plan to ensure greater growth of fundraisers.
- Pulls and reviews reports to include pipeline, planning and outstanding SDA, etc. to make sure we maintain a high level of service.
- Works with VP Client Relations to develop training to continue best practices and establish and maintain company systems to help grow and strengthen the overall fundraising team.
- Review practices regularly and implement improvements when necessary
- Other duties as assigned.

### **Qualifications**

- Minimum Education: High School diploma
- Minimum Experience: 3+ years sales/ sales support experience
- Proficient in Microsoft office; including Word, Excel, and Outlook
- Must have good oral communication and persuasion skills
- Good leadership skills
- Must have organization and planning skills; able to pay attention to detail

- Good customer service skills and phone etiquette
- Basic mathematical skills required
- Able to establish goals
- Good judgment and decision-making ability
- Must be able to adapt to change and maintain confidentiality

### **Working conditions**

The position is based in our world headquarters office. The position may be required to occasionally work in our warehouse facility to assist in special projects, as requested.

### **Physical requirements**

This position requires the incumbent to be able to sit and stand for extended periods of time. Must be able to lift moderate weights up to 50 lbs. May be required to do repetitive tasks. Must be able to hear and see. Must be able to wear a headphone set for an extended period of time.

### **Direct reports**

None

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<b>Approved by:</b>	<i>WE</i>
<b>Date approved:</b>	<i>10.9.2019</i>
<b>Reviewed:</b>	