



JOB OPPORTUNITY
SPONSORSHIP ASSISTANT
Posting #2017-24
Posting Date: 8/7/2017
Closing Date: Open until filled

POSITION: SPONSORSHIP ASSISTANT
Full time, 40 hours/week, non-exempt position

DEPARTMENT: MARKETING AND DEVELOPMENT

LOCATION: Eugene, Oregon

PAY RANGE: \$13.80/Hour - \$17.93/Hour

ORGANIZATION SUMMARY:

Holt International Children's Services develops and maintains programs overseas that annually serves over 100,000 orphaned, abandoned and vulnerable children in 13 countries. Holt International addresses the root causes of child homelessness by working directly with children and families around the world, focusing on developing and delivering programs based on three pillars of service: family strengthening, world-class orphan care and adoption services.

HOLT'S MISSION STATEMENT:

Holt International is a Christian organization committed to expressing God's compassion for children. While always upholding the highest ethical standards, we:

- Find and support permanent, loving families for children who are orphaned, abandoned or at serious risk of separation from their family
- Provide services to ensure that children will grow and develop to their fullest potential
- Lead the global community in advocating on behalf of the world's most vulnerable children

HOLT'S CORE VALUES -AT HOLT, WE:

- Are passionate and committed to our mission
- Conduct our work in an ethical manner
- Provide the highest quality services
- Respect the dignity of all children, families and adults we serve
- Value and respect diversity
- Serve with prudent stewardship
- Value and promote a positive team spirit

DEPARTMENT SUMMARY:

Today, the majority of Holt's donation funds come through a sponsorship model that enables growth and sustains overseas programs that serve children and families. Child Sponsorship at Holt International is a marketing program that raises financial resources for children receiving Holt support, while at the same time providing a rich, rewarding experience for Sponsors. Successful execution of sponsorship relations increases the rate of retention of sponsors on the file; ensures a stable base for sponsorship expansion; and provides a rich experience for sponsors, all supporting the growth and development of children in Holt's programs worldwide.

POSITION SUMMARY:

Ensures a positive experience for Holt volunteers by assisting with registrations, providing information, clarifying attendance and thanking volunteers. Recruits volunteers through digital and telemarketing appeals. Supports the volunteer program by scheduling tasks, organizing data, reviewing information and reporting on results. Edits reports for high quality child information to use in sponsorship materials. Assists sponsors with account updates and providing information to Finance. Works with other team members to send promotional materials on time.

ESSENTIAL JOB FUNCTIONS:

- 1. Executes tasks that secures volunteers for the artist program by** assisting volunteers in signing up online; answering questions, entering new and updating returning volunteers into the database. Following up with phone calls and/or emails to confirm attendance, supply required materials and answer questions. Composing and sending text messages regarding logistics of the event and providing follow up details to volunteers.
- 2. Organizes and schedules volunteer information by** preparing and updating timeline calendar to ensure required tasks are completed on time. Preparing call lists for recruiting volunteers using auto call phone system and email. Reviewing and organizing results from volunteer surveys for sponsorship reports and follow-up. Reviewing the volunteer registration data to ensure accuracy in sign-ups. Prepares and sends post-event communications.
- 3. Recruits volunteers outside of Holt's constituent base by** creating advertisements and posts to third party recruitment websites. Monitors and responds to inquiries from recruitment websites and social media to engage participation. If needed, researches churches, community clubs, etc. to contact via phone and email.
- 4. Evaluates data by** identifying and categorizing volunteers by their past participation into proper segments. Analyzing data, including recruitment, attendance, surveys and organizes the information for reporting results. Tracking and reporting on trends and success.
- 5. Enhances productivity and efficiencies of the Sponsorship Team by** editing progress reports and photos for appropriate content, receiving inbound calls, making

outbound calls, updating sponsor accounts, and processing credit card information with discretion for sensitive information as assigned by the sponsorship coordinator.

- 6. Contributes to team effort and a positive, productive work environment by** exhibiting cooperative and effective work relationships, such as, responding positively to challenges, assignments, and inter and intra departmental requests; seeing beyond own tasks to help fulfill the organizational goals.
- 7. Contributes to a positive, productive work environment by** meeting attendance and punctuality guidelines and pre-arranging time off with appropriate notice; treating all people with dignity and respect; exhibiting good listening and comprehension skills, including giving and welcoming feedback; communicating effectively by email and phone.

SUCCESS FACTORS:

The successful Sponsorship Assistant is detail and systems oriented. A team player committed to providing quality customer service. Approachable and dependable, exhibits confidence, a flexible communication style and the ability to explain processes, solicit feedback and discuss information and actions with others in a patient, open manner.

KNOWLEDGE (MINIMUM REQUIREMENTS):

High school diploma, general education degree or equivalent required. Minimum of 2-3 years' experience related to customer service, or administration. Must have a thorough knowledge of business English, spelling and composition. Proficient in Microsoft Office Suite including Outlook, Word and Excel. Must be able to learn and retain extensive operating knowledge and have the ability to adapt to changes in procedures and processes. Preference will be given to candidates with an elevated knowledge of customer service principles and practices and familiarity with CRM systems and relevant computer applications.

INFORMATION PROCESSING:

Maintains current and accurate records of sponsors and children being sponsored. Responsible for corresponding and maintaining relationships with sponsors. Tracks, reports and summarizes sponsor information to illustrate marketing results, makes suggestions for improvement as necessary. Responsible for tracking pledges. Demonstrates attention to detail, thoroughness and accuracy when creating and updating records, files, letters and reports.

SCOPE OF RESPONSIBILITY:

Works independently and follows through on established projects. Responsible for following through with marketing strategies under the direction of the Director of Sponsorship.

INTERPERSONAL COMMUNICATION:

Works well with other employees to obtain compliance with organizational policies. Exercises good judgment, courtesy and tact in interaction with employees and the public. Establishes and maintains positive relationships with commercial vendors.

IMPACT OF RESULTS:

Ensures volunteers are responded to in an accurate, timely and courteous manner. Provides Volunteer coordinator with support to effectively monitor and promote volunteers for the Artist Program. Assists Sponsorship Coordinator to ensure processes are completed in a timely manner. In the absence of the Volunteer Coordinator, is responsible for recruitment of volunteers.

SUPERVISORY RESPONSIBILITY: None

REPORTS DIRECTLY TO: Sponsorship Coordinator

DESCRIBE CONTROLS: Works under the supervision of the Sponsorship Coordinator with Direction from the Director of Development and Operations

WORKS DIRECTLY WITH: Volunteer Coordinator

APPLICATION PROCEDURE:

To ensure consideration, please submit the following application materials:

1. Job Application <http://www.holtinternational.org/employment/jobapplication.shtml>
2. Cover letter in which you clearly describe how your knowledge, skills and abilities prepare you for the job responsibilities and requirements outlined in the job posting.
3. Current resume which includes educational and professional work experience. Educational experience must include type of degree and education experience and where obtained. **Work experience must include employer name, dates of employment (month and year), position held/title and a description of duties, if position was full time or part time, and reason for leaving employer(s).**

Go to www.holtinternational.org/employment/ to locate the job application and the instructions on how to submit the application materials for this job posting.

SELECTION PROCESS:

A Holt application, cover letter, and any supplemental materials (if requested in the job posting), will be used to select the top candidate(s). Those selected for further consideration will be invited to an interview. Prior to hiring, candidate(s) will be required to complete a pre-employment criminal history background check, motor vehicle record check, and child abuse clearance check. A credit check may be done if applicable for the position. The candidate(s) must pass the background check process in order to continue in the hiring process.

Holt International Children's Services
www.holtinternational.org