



JOB OPPORTUNITY

SPONSORSHIP REPRESENTATIVE

Posting #2017-30

Posting Date: October 13, 2017

Closing Date: Open until filled

POSITION:	Sponsorship Representative Full time, 40 hours/week, non-exempt position
DEPARTMENT:	Marketing and Development – Sponsorship
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:

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.

POSITION SUMMARY: This position ensures a positive experience for Holt sponsors and donors through inbound and outbound communications (phone calls, emails, hard copy mail). Position responds to questions, concerns, inquiries related to children, families, and programs that are supported through sponsorship funds.

ESSENTIAL JOB FUNCTIONS:

- 1. Provides timely and accurate information for** sponsors who contact Holt via phone, email and hard copy mail. Correctly records interactions which may include general inquiries, comments or complaints. Handles special requests from sponsors in a timely and professional manner through verbal and/or written correspondence.
- 2. Maintains sponsorship accounts according to** established department policies and procedures. Accurately inputs and updates records for new sponsors, purging lapsed accounts and reinstating sponsors as necessary. Keeps records of sponsorship interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. May assist with canceling, transferring or reinstating sponsorships as required.
- 3. Works closely with the finance department to** obtain accurate credit card and ACH billing information. Reviews lapsed accounts to reset payment cycle or discontinue the sponsorship. Make calls to sponsors whose credit cards are unable to process and records make-up donation. Adheres to Payment Card Industry (PCI) compliance regulations.
- 4. Help sponsors identify additional giving opportunities through** appeals, special projects, bounce back campaigns and make up donations when possible.
- 5. Fosters a positive donor experience by** calling new sponsors to welcome them to Holt's Child Sponsorship program as well as long term thank you calls to donor/sponsors.
- 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; Treating other creative project with positivity and constructive criticism when necessary; Exhibiting good listening and comprehension skills, including giving and welcoming feedback; Communicating effectively by email and phone.

SUCCESS FACTORS:

The successful Sponsorship Representative is detail and systems oriented. A team player committed to providing quality customer service. Must be approachable and dependable, exhibit a 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, call centers 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 Donor Development and Operations.

INTERPERSONAL COMMUNICATION:

Works well with other employees, actively participating in a team environment. Exercises good judgment, courtesy, and tact in contacts with Holt International employees, overseas staff and the public. Responds to special requests of sponsors in a timely and professional manner. Demonstrate superior collaborative skills among a variety of personalities.

IMPACT OF RESULTS:

Successful execution of sponsorship operations ensures a stable base for sponsorship expansion; a significant percentage of income budgeted annually for overseas programs; a rich experience for sponsors, all supporting the growth and development of children in Holt's programs worldwide.

DESCRIBE CONTROLS: Under direction and supervision of the Sponsorship Acquisition Coordinator who reviews work for results obtained.

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.
