



J Mילו & Associates, Inc.

Professional Fundraising Services

JOB DESCRIPTION

V5 - 02212022

Job Title: TELEPHONE FUNDRAISER (TFR)

Job Purpose: To secure charitable contributions for organizations and charities over the phone. To provide a high level of customer service, ethical fundraising practices, and desire to meet and exceed fundraising goals.

Location: Call Center, Walker, Michigan

About Company: J. Mילו & Associates, Inc. is a provider of creative fundraising strategies for non-profit organizations through professional telephone fundraising and consulting services. Services are provided to organizations throughout the U.S. The company, founded in 1997, provides the highest level of cost-effective telephone fundraising services.

The J. Mילו & Associates Call Center generally operates from 4:00 to 9:00 PM Monday through Friday and Saturday from 10:00 AM until 4:00 PM. Sundays from 2:00 PM to 8:00 P.M are scheduled as need arises.

Position Summary: J. Mילו & Associates is looking for individuals with telephone sales or telephone customer service experience who are comfortable asking for gifts of support over the phone.

J. Mילו & Associates offer flexible part-time evening and weekend hours to that meet the needs of our customers. Telephone fundraisers are required to commit to a minimum of 15 hours per week on the phone plus required training. TFRs are required to work a minimum shift length of 3 hours.

Competitive salary offered.

Main Job Tasks and Responsibilities

- Achieve a consistently high level of quality on fundraising calls
- Represent our customers on the telephone in a professional, ethical and efficient manner.
- Comply with all company guidelines regarding specific script language, as well as state and federal regulations with respect to telephone fundraising/soliciting.
- Represent the company in a professional manner when customers are in the call center.
- Participate in campaign trainings, and thoroughly prepare for campaigns prior to calling.
- Make every effort to achieve the required target goals.
- Complete required paperwork thoroughly and completely.
- Positively contribute to call center team culture by supporting fellow telephone fundraisers.
- Be adaptable and flexible with Call Center scheduling needs.
- Understand and respect the need for absolute confidentiality of business and customer information.
- Accept other tasks as specified by management.

Specific Knowledge: Skills and Abilities

- Excellent Interpersonal, written and oral communication skills.
- Excellent listening skills and the ability to ask probing questions, understand concerns, and overcome objections.
- Self-motivated and results-oriented.
- Possess a professional and friendly attitude and be able to quickly develop a rapport with individuals on the phone.
- Possess and demonstrate strong influencing and closing skills.
- Previous telephone fundraising and/or customer service experience.

Background check required.