

JOB DESCRIPTION

Major Gift Officer/Front Desk Receptionist

Summary/Objective:

The Integral Youth Services (IYS) Front Desk Receptionist is responsible for answering and routing phone calls, greeting visitors, and various clerical tasks. The Front Desk Receptionist also serves as the Major Gift Officer for IYS. This person is responsible for assisting in maintaining and securing relationships with donors, conducting prospective research, and maintaining an accurate donor database.

Essential Functions

Receptionist (50%)

1. Use a multi-line phone system to answer and route calls to the appropriate staff member.
2. Greet visitors and offer comfort items.
3. Ensure an adequate amount of intake and educational documents are available at all times.
4. Represent the organization's image.

Major Gift Officer (50%)

1. Recruit new donors through community outreach, social media, etc.
2. Educate community members of IYS programs and offer tours.
3. Maintain a database of donor information and gift amounts, including outreach times and availability.
4. Keep donors informed and convey the organization's purpose to the public.
5. Coordinate and provide donors support and recognition.
6. Adhere to IYS policies/procedures.

Other Job Functions:

1. Cooperatively works with other team members and multi-disciplinary team members.
2. Other duties as assigned.

Competencies

1. Proficient in Communication between Development Director and volunteers.
2. Collaborative in project implementation.
3. Tracks volunteer hours regularly through a collective database.
4. Can keep organized notes of volunteer progression.

5. Can communicate within and outside the organization proficiently.
6. Basic understanding of google drive and microsoft products.
7. Is willing to learn skills needed in order to perform flexibly.

Supervisory Responsibility

This position has no direct staff supervisory responsibilities, but does supervise the entire volunteer force, including coaching, volunteer skill development and redirection as appropriate.

Work Environment

This job operates in a professional office environment, off site venues and outside event areas in various weather conditions. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit, stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee must frequently lift and/or move objects up to 10 pounds and occasionally lift and/or move objects up to 50 pounds.

Position Type and Expected Hours of Work

This is a part-time position, 20 hours per week. IYS operates Monday through Friday, 8:00 a.m. to 5 p.m. Evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be required for training or other occasions.

Preferred Education and Experience

1. Bachelor's degree in social sciences, communication or related field.
2. Prior experience as volunteer coordinator for a public or nonprofit employer.
3. Prior experience creating and implementing volunteer programs and training.
4. Prior experience in a non-profit resource development volunteer or staff position.

Classification: Nonexempt

Salary: \$13.25/hr; Part-Time

Reports to: Development Director