LOVE146

DONOR CARE INTERN

LOVE146 VISION: The abolition of child trafficking and exploitation. Nothing less.

LOVE146 MISSION: ABOLITION & RESTORATION! We combat child trafficking & exploitation with the unexpected and restore survivors with excellence.

REPORTS TO: US Strategic Partnership Coordinator

SALARY: Unpaid

DURATION: 10 weeks (May 22 - July 28, 2017)

HOURS: 10 - 15 hours per week

MANDATORY ORIENTATION: May 22 or 23 (tbd)

OVERVIEW: The Donor Care Intern works with the US Strategic Partnership Coordinator, the U.S. development department, and other organizational stakeholders to reactivate lapsed monthly donors and migrating active monthly donors to a new platform to reach annual fundraising goals for Love146. This is achieved through tracking and engaging specified donors via phone or email in collaborations with the US Strategic Partnership Coordinator. Monthly Partners play a vital role helps Love146 effectively reach more vulnerable and trafficked children with transformational programs.

LOCATION: New Haven, CT

JOB RESPONSIBILITIES

- Reactivating lapsed monthly donors
- Assist in migrating monthly donors to new platform
- Tracking progress

QUALIFICATIONS & EXPERIENCE

- H.S. Diploma or GED equivalent required.
- 1-2 years customer service/donor care experience required.
- Third or Fourth year college student preferred.
- 1-2 years experience fundraising preferred.
- 1-2 years experience in hands-on database maintenance preferred.
- Strong attention to detail required
- Must have own laptop

KNOWLEDGE & SKILLS

- Thorough working knowledge of contact management databases. Experience with Salesforce is preferred.
- Knowledge of office administration and procedures.
- Demonstrated knowledge and proficiency in relevant computer applications such as Internet, email, Microsoft Office software including Word, Excel and Outlook.

COMPETENCIES: INCUMBENT WILL POSSESS...

- Ability to adjust style and tone to effectively work with different personalities.
- Ability to ask in a direct manner for funding with confidence.
- Attention to detail and high level of accuracy.
- Excellent interpersonal and verbal communication skills with a high level of self -awareness.
- Strong customer service orientation and follow up discipline.

- Ability to work in a team environment.
- Ability to multi-task, prioritize and work efficiently.
- Able to exercise considerable judgment and discretion in completing assignments.
- Ability to work independently, anticipate work needs and follow through with minimum direction.
- Information management skills.
- Problem solving skills.
- Carrying out duties according to deadlines.
- Investigating and resolving donor queries.

WORKING CONDITIONS

The incumbent must spend long hours sitting, using office equipment and performing computer operations, which requires intense mental and visual concentration and eye hand coordination. The incumbent is located in a busy, open office area with regular interruptions which may cause stress. The incumbent is required to deal with a wide variety of people on various issues.

APPLICATION INSTRUCTIONS

To apply for this role, please submit a resume, internship application and cover letter to internship@love146.org, referencing **Donor Care Intern** in the subject line. Only qualified applicants who submit all requested documents will be considered. The internship application can be found here: https://love146.org/employment/.

Love146 is Love146 is a Minority/Female/ Disabled/Veteran/Equal Opportunity Employer/ Affirmative Action Employer.