



Volunteer with MCC
and make a difference

Donor Services Volunteer Volunteer Position Description

“Volunteers are assisting the Revenue Development team by actively making phone calls and emails to donors.

We now welcome and thank new donors within a month of their gift!

We believe that saying thanks is important and the right thing to do.”

*Kim Lester
MCCO Director of
Communications and
Donor Relations*

Volunteer Position: Donor Services Volunteer

Program/Department: Revenue Development - Donor Services

Purpose of Assignment: To reach out to donors and extend messages of gratitude for their generosity in supporting MCC's relief, development and peacebuilding work.

Geographic Location: 50 Kent Avenue, Kitchener, ON

Skills/Knowledge/Attitude Requirements:

- cheerful interpersonal style and able to relate well to people of all ages and backgrounds
- customer service experience and/or telephone conversational experience essential
- experience with Microsoft Outlook and/or working with an online database is an asset
- ability to maintain confidentiality required

Tasks and Responsibilities:

- making telephone calls of appreciation to specified donors
- sending notes of appreciation to specified donors by email
- entering contacts into Donor Management System (DPO)

Time Commitment

- 2-3 hours per week
- length of commitment required: ongoing (due to onboarding and training, we request that volunteers commit to a minimum of 6 months)

Supervision: Donor Stewardship and Development Associate. At the beginning of each shift, the Donor Services Volunteer and the Donor Stewardship Associate will meet to review the list of donors to be contacted and the reason for the thank you. The volunteer will be provided with suggested talking points. The Donor Stewardship Associate or other staff from Revenue Development will be available throughout the shift if assistance is required.

Training and Development offered

- position specific orientation will be provided
- job shadowing and training meetings offered as available
- policy and procedure manual available at all times

Other:

- volunteer liability coverage for all volunteers
- Personal Information Protection form to be completed

All MCC volunteers are expected to be respectful of the MCC mission statement: *Mennonite Central Committee (MCC), a worldwide ministry of Anabaptist churches, shares God's love and compassion for all in the name of Christ by responding to basic human needs and working for peace and justice. MCC envisions communities worldwide in right relationship with God, one another and creation.*

MCC Ontario

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