

## **Sponsor Services**

### **SPONSOR SERVICE REPRESENTATIVE**

Full-time opening: 12:45pm – 9:15pm, Monday - Thursday  
10:15am – 6:45pm Friday

#### General Job Function

Ensures that telephone and written inquiries from donors and sponsors are handled in an effective, problem-solving manner such that each donor/sponsor receives the highest level of personal service possible.

#### Specific Responsibilities

Answers phone calls from sponsors in a friendly and courteous manner; screens sponsor inquires; retrieves data utilizing a PC; answers questions and engages in problem-solving; completes logs, reports and other documentation of calls and actions taken; proofreads letters. Careful, "between the lines" reading of correspondence from sponsors/donors; discerning the sponsor/donor's needs; may perform other special assignments as needed.

#### Qualifications

Must be fully fluent in English; fluency in Spanish a plus. Must have a pleasant telephone voice and manner and be skilled in effective telephone techniques. An "even keel" personality is essential -- must be able to take the angry and frustrated callers as well as the pleasant ones. A "give service" attitude is vital. Must be detail-oriented and have good organization and proofreading skills. Experience with word processing hardware and software (exposure MS Word is important); 35 WPM typing; well-developed writing skills; knowledge and use of proper grammar, punctuation, spelling, etc.