



## Calgary Humane Society

### APPENDIX "B" – ROLE DESCRIPTION

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## VOLUNTEER POSITION TITLE: FUND DEVELOPMENT ADMIN VOLUNTEER

### Impact

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Contribute to the financial stability of CHS! Bring our mission and values to donors through cheerful thank-you phone calls that invite donors to stay involved as our supporters. As part of this valuable team, you will also be helping with taking donor calls, preparing tax receipts for mail, and checking gift batches.

### Commitment

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Applications will be considered for volunteers who can commit to a weekly 2-hour shift on Wednesdays from 10:00am – 12:00pm

### Responsibilities

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- Answering the phone and fielding requests such as:
  - Taking monetary donations
  - Gift-In-Kind donation questions
  - Receipt questions
  - People asking to be removed from mailing list
- Conducting thank you phone calls to CHS donors in a friendly and courteous telephone manner.
- Calling donors to confirm addresses after we receive return mail.
- Performing administrative tasks such as checking gift batches, preparing mail-out, writing memorial cards for donors, or other administrative tasks as required.
- Assisting with maintaining and updating database using Raiser's Edge.
- Assisting with nametag prep before shelter events.
- Learning and following the Donor Bill of Rights.
- Cleaning duties as assigned.
- Adhere to CHS safety and hygiene guidelines.
- Adhere to all animal kennel signage.

### Training

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Training is mandatory and will be provided by CHS free of charge.

- Buddy Shift training with Fund Development staff (REQUIRED)
- How Animals Learn (Video - Optional)
- Safe Lifting (Video - REQUIRED)



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### Requirements

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- Customer Service skills, great with people, and excellent phone skills are **required**.
- Basic computer knowledge, familiar with emails and Microsoft Office programs.
- Comfortable with repetitive tasks and data entry.
- Strong attention to detail.
- Previous administrative experience considered an asset.
- Previous fundraising (professional or personal) experience is considered an asset.
- Can be trusted to work independently with minimal supervision and adhere to confidentiality policy.
- Ability to maintain a high level of professionalism, and act as an ambassador for the Calgary Humane Society.
- Ability to take and follow directions.
- Have an appreciation and respect for animals and the values of CHS.
- Can lift 30 pounds.
- Must be 18 years or older.
- Attend an interview.
- Previous animal experience and knowledge is considered an asset.
- Photo ID – all volunteers over the age of 16 must have two pieces of valid, government-issued identification. For those 15 years or younger, school photo ID can be used. Please ensure you have these documents prior to submitting a volunteer application.
- Provide a clear Criminal Record Check. (There is a \$30 fee associated with this.)
- Signed Agreement & Release form.

### How to Apply

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Please apply through the link below:

[CLICK HERE TO GET STARTED](#)

Closing date: Position will remain open until successful candidates have been placed

Calgary Humane Society *sincerely* appreciates your interest in volunteering for our organization. Please note that only candidates who are selected to participate in the interview process will be contacted.

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