



Job Title:	Tele-fundraising Volunteer	Date Created:	Jan 17th, 2020
Reports to:	Manager, Volunteer & Community Engagement		

Position Summary

The Tele-fundraising volunteer will work alongside the Integrated Marketing and Development team to re-engage existing or lapsed donors and adopters through outbound calls.

Volunteer Duties

- Make outbound calls to existing donors looking to sign up for monthly donations or upgrade monthly amounts
- Make outbound calls to prior adopters looking for monthly or one-time donations
- Ability to demonstrate excellent phone etiquette at all times, regardless of donor demeanor, and display professional courtesy during each interaction
- Use CRM database to update donor profiles, ensuring accuracy and diligently adhering to PIPEDA guidelines
- Maintain a working knowledge of THS mission, initiatives and programs
- Act as an ambassador to THS- always maintaining a professional and respectful demeanor
- Adhere to dress code – long pants, close-toed, flat shoes, volunteer t-shirt, and ID badge
- Adhere to biosecurity protocols and wear appropriate PPE (personal protective equipment) as necessary
- Work in compliance with all Society policy, procedures and protocols including Infection Control
 - Immediately report all incidents of injury, property damage, absence of or failure of a protective device and/or equipment to a Supervisor
- Work collaboratively with other staff and volunteers
- Attend and participate in on-line training, workshops, seminars, and in-service training as assigned
- Other duties as required in the day to day operation of the Society

Job Qualifications

- Must be 18 years of age or older
- Excellent written and verbal communication skills
- Must have genuine compassion for animals
- Personal history with THS an asset; someone who has volunteered, fostered or worked with us and can speak to the different benefits of the organization from personal experience is beneficial
- Must be able to work independently as well as part of a team in a diverse environment
- Technical computers skills an asset

Work Conditions

- Regular attendance to weekly shift with a minimum 6 month commitment
- May involve the lifting, carrying, pushing, and/or pulling of heavy to moderately heavy objects and materials and some combination of climbing and balancing to include stooping, kneeling and crouching
- Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, weather, temperature and noise extremes, hazardous materials, traffic hazards, bright/dim lights, toxic agents, animal/wildlife attacks, animal/human bites, disease, pathogenic substances, or rude/irate customers.