

Sponsorship Administrative Assistant

STATUS: FULL-TIME

BENEFITS: YES

REPORTS TO: INFORMATION TECHNOLOGY DIRECTOR

JOB LOCATION: PALMER LAKE, COLORADO

JOB SUMMARY:

The Sponsorship Data Assistant will be primarily focused on the accurate and timely management of the child sponsorship process and correspondence between sponsors and children. Responsibilities include coordination of the regular annual update process, preparation of associated update documents, editing and uploading of profile photos, processing child and sponsor correspondence, and other projects.

The ideal candidate must have strong interpersonal skills, be highly organized, able to manage multiple projects at one time, complete tasks in a timely manner, and be customer focused.

KEY JOB RESPONSIBILITIES:

ACTIVELY SUPPORTS AND FACILITATES SPONSORSHIP PROCESSES AND COMMUNICATIONS

- Responds to sponsor inquiries (via telephone and email)
- Calls lapsed sponsors to update payment information
- Processes sponsorship cancellations
- Maintains sponsorship lists for each CarePoint
- Processes and send out Quarterly CarePoint Newsletters
- Create uploads for new child accounts for review and approval
- Prepare print materials for launch events, child update documents, new sponsorship packets
- Processes child mail (hard copy and email) to and from sponsors
- Prepares data for logging activities
- Creates, implements, evaluates, and manages the procedure for creating and distributing regular sponsorship updates
- Coordinates with the Systems Analyst and the CPMs (Community Partnership Manager) to monitor and track the timely receipt of regular update data and photos from the field staff

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KEY JOB RESPONSIBILITIES, CONTINUED:

PROACTIVELY SEEKS OUT WAYS TO SUPPORT THE IT AND FINANCE TEAMS WITH ADMINISTRATIVE HELP

- Monitors and orders supplies needed for completion and mailing of updates, including ensuring that envelopes, letterhead, and other paper supplies are adequate
- Responsible for maintaining general office supplies
- Duplicate record management
- Drops off and picks up office mail
- Processes returned mail
- Answer incoming phones
- Manages office equipment such as postage meter, copier, and printers, including maintenance and supplies.

REQUIRED EXPERIENCE:

- An Associate's degree or higher educational level
- Proficient with Microsoft Excel and Microsoft Word
- Experience with databases

ESSENTIAL QUALIFICATIONS:

- Committed Christian with a deep commitment to the mission of Children's HopeChest
- Strong sense of personal integrity and an ability to take and process feedback
- Self-motivated and possesses proactive problem-solving skills
- Ability to work well with a variety of people and departments
- Organized and an ability to manage many details at one time
- Excellent communication skills in English, both written and verbal
- Strong work ethic
- Detail-focused and Internet/database literate

TRAVEL REQUIREMENTS:

The position will not include travel as a regular part of the job expectations.

Any interested candidates should submit cover letter and resume to: HR@hopechest.org