POSITION: Thank You Caller for Give to the Max Day
SUPERVISED BY: Stephanie Van Dyke

POSITION SUMMARY:
Second Harvest Heartland needs help to Thank You Call all of our donors who gave on Give to the Max Day (Thursday, November 16th). Give to the Max Day is one of our biggest fundraising days of the year (last year we raised over $680,000)! Thank you calling is an important stewardship strategy for us that makes our donors feel appreciated – so, it is our goal to call all of the GTMD donors that we can to thank them. About a third of our GTMD donors are brand new, and many others haven’t given in a while, so it’s an especially nice opportunity to thank them personally. Volunteers will not be making solicitations; they will only be thanking donors.

DUTIES:
- Work with the Development department to complete a thank you calling list
- Act as a representative of Second Harvest Heartland when speaking with donors
- Fill out call lists with notes about the status of a phone call, including documentation of conversations and indicate when staff needs to follow up with a donor with additional information
- Take feedback from donors as appropriate to help them, responding to questions or concerns with respect, compassion and provide the appropriate customer service

MINIMUM REQUIREMENTS:
- Comfortable speaking on the phone and leaving voicemail messages as appropriate
- Commitment to high-quality customer service
- High level of confidence in interpersonal communication
- Ability to work independently and self-motivate
- Access to a reliable form of transportation

TIME REQUIREMENTS AND SCHEDULE:
- This is a one-time volunteer opportunity.
- Dates we need volunteers are:
  - Monday, Nov 20th
    - 9:00am-12:00pm
    - 1:00pm-4:00pm
  - Tuesday Nov 21st
    - 9:00am-12:00pm
    - 1:00pm-4:00pm
  - Wednesday Nov 22nd
    - 9:00am-12:00pm
    - 1:00pm-4:00pm
- Location: Golden Valley or Maplewood

Sign up: 2harvest.org/volunteer and click on schedule shift, then find date and time you want to volunteer

Questions: contact Volunteer Services at 651-282-0901 or volunteer@2harvest.org