

**Job Title: Partnership Team Member (Full-Time with min 2 year commitment)**

Dept: Partnership Department

**Description:**

The scope of Partnership Services is to maintain the connectivity of the FMC family so that operations run smoothly. Partnership Team Members help develop and maintain relationships with donors, prayer warriors, and other friends of FMC in the way of service, record-keeping, and resources. Partnership Team Members work with the Partnership Processes Manager, as well as other departments, to enable fellow staff members to engage its constituents (donors, missionaries, mission trip participants, etc.) in efficient and meaningful ways, in line with FMC charisms, values, and intent.

**Responsibilities:**

Mailing receipts and notifications to donors, including

- Monthly Thank You newsletters to donors from the past 3 months;
- Tax receipts and memorial/honorial donation acknowledgements.
- Notifications to donors whose missionaries are wrapping up their time.

Entering new contacts into FMC's database and updating current contacts' records.

Processing returned newsletters, investigating donors' new addresses.

Corresponding with donors regarding questions, issues with donations, etc., by phone and email.

Corresponding with missionaries regarding donor updates, donation issues.

Helping to record donations in FMC's database.

Processing electronic donations made by phone and mail.

Helping to develop and maintain relevant donor resources, both hardcopy and on the FMC website.

Helping to maintain and develop FMC's data systems:

- Creating new fields and record objects in database (Salesforce)
- Building out automations and integrations (Salesforce, Zapier)
- Building out resource databases on FMC website (WordPress)

Contributing to a Partnership Manual for future team members.

**Qualities:**

The ideal Partnership Team Member would have

- A friendly and engaging presence on the phone;
- Professional email-writing abilities (templates provided);
- An attention to detail;
- Investigative skills/interest (for contact updates and troubleshooting);
- An interest in data systems, programming, and/or Excel formulas;
- Ability to work independently while collaborating with others;
- Respect for confidentiality.