**Title of Position:**  Advancement & Alumni – Tele-Fundraiser (Lead) Office Assistant

**Division/Department: Advancement & Alumni Relations**

**Job Duties**

As Tele-Fundraiser (Lead)

* Under the guidance of the Annual Giving and Communications Officer, provide student leadership for the Student Tele-Fundraisers group including assisting with:
  + Ensures all Student Tele-Fundraisers are fully trained and completing assigned tasks
  + Acts as a role model and fields questions from the Student Tele-Fundraisers
  + Ensures accurate and comprehensive communication among the Student Tele-Fundraising team
* Updates Alumni Records in Raisers Edge Software
* Occasionally conducts telephone solicitations of Fleming graduates and previous donors as a follow-up to the annual direct mailing in support of student bursaries, scholarships and capital projects
* Provide excellent donor relations and service to Alumni and act as an ambassador for Fleming College.
* The successful candidates will be required to use a computer automated telephone interview (CATI) system for input of outbound calls
* Associates will address inquiries following established protocols (scripts, reference manuals, etc.)
* Hours of work to take place outside of regular work day (evenings and weekends)

As Office Assistant in Off-Peak Times

* Provide reception, telephone services and/or provide clerical support
* Prepare reports or spreadsheets using Word, Excel or Access
* Operate office equipment such as photocopier, fax machine, calculator, printer
* Conduct web research
* Assist with marketing efforts
* File various documents in alpha-numeric order and locate materials from files
* Type letters, memoranda, reports, etc.
* Prepare and process information
* Respond to simple inquiries
* Distribute various information throughout the College
* Assemble and categorize facts and figures for written computation and calculations
* Locate and compile information and format reports, graphs, tables, records and other sources of information
* Assist in coordination of special projects, events, office activities and committee meetings
* Open, sort and screen mail
* Other duties as required
* Hours of work to take place during regular working hours

**Qualifications**

* High level or organization skills with ability to multi-task and stay calm in stressful situations
* Ability to lead a team and provide direction
* Excellent customer service and communication skills
* Highly motivated and reliable
* Experience working with computers
* Pleasant telephone manner is required
* Grade 12 secondary school diploma with some post-secondary education, ideally in a Business program
* Well-developed oral communication and interpersonal skills to provide effective customer service in the work unit
* Ability to work in a variety of software including data entry and extraction, spreadsheets and databases
* Knowledge of general office and accounting procedures
* Ability to use common office equipment such as photocopies, fax machines, etc.
* Good organizational skills to compile and maintain statistical information
* Good judgment in responding to inquiries
* Ability to work with and maintain confidential records
* Ability to follow verbal and written instructions, seeking advice from manager/leader as required
* Ability to communicate effectively and function as a team player

**Additional Information ie special equipment or travel**