



Lapsed Donor Campaign Job Description

The Organization: QMUNITY is B.C.'s queer, trans, and Two-Spirit resource centre. We envision vibrant, diverse, and celebrated queer, trans, and Two-Spirit communities, where individuals live their lives fully, free from discrimination. Our work -- 365 days a year -- is to improve queer, trans, and Two-Spirit lives through support, connection, and leadership.

The program: QMUNITY's community engagement team is leading a lapsed donor campaign from March 20th through March 23rd. The goal is to reconnect with QMUNITY donors who have not given in a set period of time via telephone and solicit donations to support on ongoing operations and reconnect our relationship with them.

Responsibilities:

- The Volunteer is required to participate in a 2 hour training session March 17 from 4:00-6:00p.m. at QMUNITY's 1170 Bute Street location. Pizza will be provided.
- The Volunteer is required to participate in at least 2 fundraising shifts. The fundraising shifts will be from 5:30-8:00p.m., March 20th to March 23rd.
- The Volunteer is responsible for calling to reconnect with lapsed donors, updating them on programs, events, and news related to QMUNITY.
- The Volunteer will be responsible for accurately and confidentially updating donor contact information.
- The Volunteer will also solicit donations for QMUNITY's ongoing operations. If the donor says yes the Volunteer will instruct the donor on how to make a donation.

Qualifications

This is an unpaid volunteer position; volunteers must be:

- 19 years of age or over
- Comfortable speaking in English on the telephone with strangers
- Have a friendly and enthusiastic attitude
- Be comfortable working with spreadsheets and capturing information about conversation on a computer while having a conversation
- Experience volunteering with various QMUNITY programs is an asset
- Call centre, fundraising, or sales experience an asset but not necessary.

Benefits:

- An opportunity to give back
- Gain valuable communication, negotiating, and sales skills
- Gain experience working in an established local non-profit
- Inclusion in QMUNITY Volunteer team events and professional development
- Eligibility for Volunteer of the Month and Volunteer of the Year
- Potential for letters of recommendation and references

QMUNITY

Accountability:

Volunteers will report to the Development Coordinator and be supported by the Development Coordinator, a fundraising volunteer experienced with phone campaigns, and the Community Outreach Coordinator.

How to apply:

Please fill out a volunteer application with our online platform, and email your resume and cover letter to the Community Outreach Coordinator at community.outreach@qmunity.ca.

Accessibility:

Please note, QMUNITY's main office space is located on the second level of the building. Applicants should be aware that there is a flight of 23 stairs to reach the office.

Diversity:

QMUNITY is committed to employment equity and prioritizes applications from underrepresented groups including trans and gender variant persons, Indigenous persons, persons of colour, and persons with disabilities.