



Position: Specialist, Customer Experience Customer Experience

Reports to: National Director, Development Operations

FLSA: Exempt

POSITION PURPOSE

Our Customer Experience team provides individualized customer service solutions to our corporate and nonprofit partners and carries out general campaign management support.

ESSENTIAL FUNCTIONS

- Manages general email support inbox: info@healthcharities.org.
- Acts as main point of contact for phone inquiries
- Distributes campaign support materials such as pledge cards and charity listings as requested including tracking inventory in CRM for ROI consideration
- Coordinates new nonprofit partner processing requests.
- Coordinates activities and provides leadership on direction of key projects, initiatives, communications. and issues across internal business units.
- Responsible for data input in CRM software used to manage accounts.
- Process donor acknowledgments weekly
- Maintain nonprofit partner accounts in 3rd party vendor platforms.
- Performs other duties as directed by supervisor

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KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO PERFORM WORK

- Project management experience with excellent organizational skills and high attention to detail.
- Strong collaborative style and ability to work with others throughout the organization to deliver exceptional customer service outcomes, retention of clients, and organic growth.
- Ability to lead motivate and develop clear and creative solutions to complex problems. Must be able to manage multiple initiatives simultaneously.
- Comfortable dealing with complex, multifaceted customer relationships.
- Computer literacy, with strong hands-on capability in Microsoft Office, Outlook, PowerPoint, and customer relationship management tools.
- Ability to be self-starting, self-sufficient and independently focused, under deadline pressures.
- Demonstrated understanding of public and private sector workplace giving campaigns and the associated application processes.

QUALIFICATIONS

Minimum 2 years of experience with workplace giving campaign management or 2 years of experience in customer relationship management, fundraising and/or nonprofit operations. Bachelor's degree in Business, Marketing, Communications, or related field is desired; or the equivalent in previous work experience.

PHYSICAL REQUIREMENTS

Position requires the individual to sit or stand as needed and may include lifting boxes up to 20 lbs. Some travel is expected within the market area and to the Corporate Office, with overnight travel required at times.