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| **Volunteer Role Description**

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| Volunteer title | Donor Communication and Retention Intern |
| Reports to | Resource Development Manager |

Lutheran Social Services of the Southwest creates a foundation for almost 60,000 men, women and children to thrive across Arizona. We stabilize individuals and families during times of crisis and transition, we build a self-reliant foundation and we preserve dignity and respect. |  |

## Volunteer Purpose and Impact

Donor retention is a key part of the 2018-2019 LSS-SW Strategic Plan and relates directly to both the long-term goal of Building a reserve capable of supporting cash-flow needs and the short-term goal of building a successful individual giving program. The Donor Communication and Retention Intern will work closely with the Resource Development Manager and Director of Development to implement donor retention strategies outlined in the Donor Retention Project Plan. The intern will play a vital role in creating content and managing the automation of donor communication and recognition emails and mailings.

## Responsibilities and Key Deliverables

* Implement Donor Retention Plan to recognize and engage monthly and other key donors
* Write donor communications including emails, letters, and cards
* Update donor recognition and information on website
* Set up automations and email series in donor database
* Research ideas and vendors for donor recognition
* Research best practices in donor retention

## Qualifications

* Strong writing skills
* Project management skills
* Ability to work independently
* Computer skills including ability to learn donor database
* Interest in communications and/or fundraising

## Working Conditions

The Donor Communication and Retention Intern will be working in a typical office setting with access to a desk and computer. They will have the opportunity to attend weekly Fund Development meetings and work closely with the Fund Development staff.

## Clearances Required & Training

* Background check
* Training will be provided on donor retention and the donor database (Virtuous).
* The Resource Development Manager will explain tasks and projects, then be available to provide guidance and answer questions as needed.

## Location & Timeframe

* Internship opportunity as at the Phoenix Administrative office
* Length can vary from 3 to 12 months
* Minimum commitment of 50-60 hours

**Please circle one of the following:** *I commit to this volunteer role for 3 months 6 months 12 months*

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| **Volunteer Signature** |  | **Date** |  |
| **LSS-SW Staff Signature** |  | **Date** |  |