



National Law Enforcement Officers
M E M O R I A L F U N D
RESPECT. HONOR. REMEMBER.

**National Law Enforcement Officers
Memorial Fund (NLEOMF)
Job Description**

Position: Development Outreach Associate

Incumbent: Open

Reports to: Sr. Major Gifts Officer

Direct Reports: N/A

Position Summary:

The role of the Development Outreach Associate is to reach out to current and prospective donors via phone and email, a majority of who have shown interest in making a contribution through a gift discovery survey. The position will engage supporters in conversation, ask them questions about their lives and interests, provide them with information regarding how they can make an impact and, most importantly, set up meetings with a member of the our staff to discuss their options further.

Primary Areas of Responsibility:

- Call and email supporters who have filled out a donor survey or engaged with the organization in some other way
- Express gratitude for past giving and/or involvement
- Ask questions to expand on their answers in the survey and understand why they care, their program interests and consideration level for making a gift
- Provide information about happenings with the organization while providing opportunities for further engagement and involvement
- Take notes and enter them into a database
- Set appointments for interested supporters to talk to and/or meet with a representative of the organization to discuss giving
- Follow-up to ensure that the appointments that you set actually occur by sending reminders to the supporters
- Work with others on-staff to ensure that appointments fit their schedules and get on their calendars
- Provide progress reports including numbers of calls, appointments set, success ratios and other metrics
- Achieve quotas for numbers of calls made and appointments set

Knowledge/Skills/Abilities:

- A Bachelor's degree
- 0-2 years experience in development operations and administration in a non-profit environment.
- Excellent communication and interpersonal skills.

- Amiable, friendly, polite, warm and engaging yet persistent and tenacious
- Passionate about the mission of the organization as a result of family or friends
- Talkative and chatty but also have the ability to be inquisitive and listen to older people as they tell their stories and explain why they want to give to support our cause
- Detail-oriented with strong organizational skills.
- Proficient computer skills.

Working Conditions:

- Working conditions are normal for an office environment. Position will involve an increased workload during the National Police Week (10 – 14 hour days possible).