

### **Membership Acknowledgement Volunteer responsibilities include:**

The primary responsibility is to assure that all donors, big or small, are acknowledged for their donation. This may involve assisting Fund Development Managers focus on that key donors and organizations. Acknowledging volunteers may also become part of this role.

- Send Thank You letters acknowledging donations. This involves (in a timely manner):
  - Merging the donation information details into a form letter
  - Printing the form letter on special stationary
  - Adding a personal comment to the printed letter and mailing it via USPS
  - Some members prefer electronic communication only so emailing the thank you letter satisfies this case
  - This includes special year end donation summary letters as well.
- Assist with mailings to members – like the annual newsletter.
- Assist Campaign & Event Coordinators in planning and managing membership campaigns and events, including setting up campaigns on Salesforce.

### **Required Experience**

- Access to the Internet and e-mail required.
- Knowledge of word processing (MS Word) required, specifically mail merge
- Knowledge of spreadsheets (MS Excel) required.
- Knowledge of Salesforce desirable but not essential
- Ability to send letters and packages via US Postal Service.

### **Required Training**

Training is done by Friends of Sleeping Bear Dunes

### **Time Commitment**

Approximately 2-4 hours per week.