



## Volunteer Vacancy

**Position:** Donor Care Assistant

**Allocated Supervisor:** Gemma Dyer (Finance & Office Coordinator)

**Hours:** Minimum of one half day a week (4 hours) in the COCO office on a set day and time

**Duration:** following a 3 week trial we would hope that you would continue to volunteer for a minimum of 10 weeks

**Main Objective:** Your main voluntary activities include the Donor Care tasks of the charity. You are to ensure that the guidance given by your allocated supervisor, and any approved strategies and plans of your role are carried out as efficiently as possible in order to ensure the successful achievement of key goals and targets. Your role will include:

1. Update and maintain COCO's database of current donors inc. the cleansing of data
2. Add new donors and gifts to the database
3. Assist with donor communication through a variety of means inc. phone, email and letter

**Important Notes** COCO considers flexibility paramount and you will therefore be required to perform other duties as are reasonably requested by your supervisor from time to time.

**Additional duties include** answering the phone, the door, taking messages, distributing post and taking post to the post office as well as working with other COCO volunteers where appropriate to complete tasks.

### Commitment to

- Work to the best of my ability, be punctual and contribute positively to the team
- Represent COCO with a positive attitude and ensure that I am up to date with COCO's activities

If you are interested in the above position please complete the Volunteer Application Form on our website and return to the COCO head office.