



Since 1988, Telefund's mission has been to raise funds and build support for progressive campaigns. Founded and led by individuals with decades of experience with some of the nation's top progressive causes, we maximize net income and impact for organizations committed to public interest issues. From the day of our founding, we have remained loyal to our mission and distinguished in our field, as public interest organizations and candidates are the only clients we have ever chosen to serve.

Data Analyst Job Description

Telefund's Analysts maintain and work to improve systems that foster greater success in our telephone fundraising campaigns. These include: creating and distributing reports that track campaign performance, managing databases and the office computing environment. Job responsibilities include:

- **Setting up, maintaining, reporting upon and closing telephone fundraising campaigns**

Analysts play a crucial role in the data-related aspects of telephone fundraising: preparing lists for calling, using phone append services, distributing those lists of records, adapting scripts, performing list suppressions, transmitting credit card information, maintaining a complete archive of calling activity, and providing clients with essential data resulting from calling operations. It's important to note that campaigns don't achieve success without careful analysis of day-to-day and cumulative performance - the analyst executes and distributes daily reporting to interested parties in a timely fashion.

- **Fulfillment project: matching returns and analyzing campaign fulfillment**

Analysts match client return information to our records, generate and distribute campaign "returns" reports; and investigate discrepancies and anomalies in returns performance to develop a picture of actual pledge dollars raised as a result of our calling.

- **Providing Support to Telefund Team**

Telefund's small staff brings a diverse set of backgrounds to the table. Everyone is expected to work hard to improve the overall functioning of the team. Analysts participate in regular meetings with other staff members from Marketing, Operations, Fulfillment Project, and National Administration departments. The IT department team are often needed to lend direct support to the operations, marketing, fulfillment and administrative staff. We regularly undertake special projects and duties that require information gathering, systems improvements, problem solving, data analysis, office network and computer maintenance as well as monitoring and servicing data related systems including e-mail, VPN, and FTP utilities that serve the whole organization. In addition, the analyst may help organize recruitment or training exercises and also may provide supervision and guidance to other staff.

- **Recruit career staff from internal and external candidates**

The single greatest constraint on Telefund's short-term growth is our ability to expand our central management team, particularly call center directors and account managers. We are most interested in hiring a team of staff that can grow our team of staff.

- **Develop new areas of expertise**

Analysts will work to develop data coordination in a VPN environment, increase the flexibility and power of reporting systems and list analysis, improve list speed and performance, streamline and automate manual processes and regular office tasks including payroll and evaluations, and update our current systems – all working for a better and more efficient ways to achieve excellent performance.

- **Building Client Relationships**

The analyst is expected to create or improve systems that increase our capacity to achieve or exceed client goals. We have worked hard to build systems that can easily be adapted to each client's needs, but most clients reveal unique needs we did not anticipate. As the agent responsible for fulfilling many of these requests, analysts must respond in a timely and professional manner to client requests, and coordinate with account managers and other staff to fulfill client goals and therefore improve the quality of our client relationships.

PRIMARY JOB TOOLS: Microsoft Windows applications, including: Word, Excel, Outlook, Internet Explorer, Microsoft FoxPro, WS FTP, Cisco VPN. Also some use of UNIX-based applications.

How to Apply

Resume and cover letter to jobs@telefund.com with "ANALYST" in the subject line. Salary and increases commensurate with experience. Staff may opt into our health care plan.