



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.

Fulfillment Director Job Description

Telefund's Fulfillment Director organizes a team of staff to produce 1.5 million pieces of mail per year—exactly to client specifications and perfectly on time in the most cost-effective way. Job responsibilities include:

- **Recruit, train, and manage a team of part-time staff**
Staffing levels must be managed to complete daily work requirements, and provide redundancy in skilled roles. The director coordinates advertising for job openings, interview processes, training, and scheduling for part-time staff.
- **Manage the flow of data from calling operations to the fulfillment department**
The Fulfillment Director works with the Information Services Team, Account Managers, and calling operations staff to ensure a smooth, timely, and completely accurate flow of data from callers to the mailing operation. Experience with flat file database concepts and structures is required. Familiarity with FoxPro is a plus.
- **Maintain detailed records and produce regular department performance reports**
Telefund's team environment relies on timely information sharing. All staff are accountable to the team for departmental goals. Good record-keeping and reporting are vital to long-term improvement and efficiency. Microsoft Excel is the primary reporting platform.
- **Design and produce client mailing packages**
Almost every new Telefund campaign requires a new mail package. Components requiring design and production can include stationery, envelopes, postcards, and action alert inserts. Skill in desktop publishing is required, and familiarity with Adobe InDesign is a plus.
- **Maintain adequate postage stamp and materials inventory for upcoming campaigns**
Current supplies must be carefully tracked and near-future needs carefully monitored to ensure the department is positioned to complete the work generated by growing calling operations. Stamp inventories must be carefully controlled. The director works with printing vendors to maintain adequate and efficient materials inventory.
- **Manage office budgets and staff payroll**
- **Contribute to the development of a strong team of staff**
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.
- **Develop new areas of expertise**
Some areas of interest include mailing methods and technology, convergence of internet organizing techniques with traditional direct marketing, inbound calling operations, prospecting and list selection, cashiering services, and IT services. All staff are expected to contribute to the development of new areas of expertise.
- **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.

Qualifications:

Strong communication and organizational skills, data management skills, work ethic, and desire for political change are essential. Two years of direct mail and/or mail house experience preferred. Good teamwork and a positive attitude are critical.

Salary/Benefits:

Target salary for FD is commensurate with experience. Staff may opt into our health care plan. Paid training, accrual of paid vacation, and paid sick days included.

How to Apply:

Resume and cover letter to jobs@telefund.com with "FD" in the subject line.