



**Telefund** was launched in 1988 to provide an alternative to mainstream telephone fundraising firms. Our mission is to provide our clients more bang for the buck than any other telephone fundraising option. Our clients are limited to those working in the public interest and promoting citizen power. Telefund's past and current clients include American Civil Liberties Union, Amnesty International, ASPCA, the Democratic National Committee, Human Rights Campaign, League of Conservation Voters, and many others.

**Operations Director Job Description:** Telefund's Operations Director (OD) drives our calling operation to meet its fundraising goals. The OD is chiefly responsible for working with all call centers to effectively manage the calling workforce such that our clients' fundraising objectives are met.

**Job Responsibilities:**

**Maximize Performance of Offices:** Meet and exceed goals for office size, fundraising performance and calling productivity

- Drive growth through analysis and follow-up on new calling staff recruitment drives
- Cultivate strong calling fundamentals and execution of training program details
- Monitor standards enforcement for caller performance
- Ongoing individual and team meetings to help set and drive priorities each week
- Site visits to set pace, drive performance, and do work.
- Propose staffing changes where needed
- Generally be hell-bent on helping directors beat goals
- Confirm offices have infrastructure in place to grow quickly

**Recruitment and Training of Directing Staff**

- Take lead in finding and interviewing potential directing staff
- Drive and report campus and organic recruitment of operations staff
- Ensure strong orientation and training of new directing staff
- Politicize/develop current directors for multi-year retention
- Run national director training(s)

**Fundraising**

- Meet and exceed own calling fundraising requirement (4 hours/week)
- Meet personal performance goals for calling
- Evaluate fundraising performance of office management staff
- Ensure that all management staff fundraising goals are met

**Foundations**

- Ensure that all offices are operating within designated budgets
- Ongoing training and oversight of directors regarding all foundations including payroll administration, meeting registration requirements, and record-keeping
- Be responsive to central staff and quickly follow up on all problems with offices
- Make sure we're following all laws

**Client relations**

- Work with client services team to develop professional relationships with clients
- Run call centers in a way that advances our clients goals

**General Telefund building and senior leadership**

- Help build the overall team through inspiration, conversation, social team building, etc.
- Facilitate moving staff into other roles where helpful/appropriate
- Be a good role model

**Assist in Telefund's Long-Term Growth**

- Assist in long-term strategic planning. OD perceptions of competitor behavior, caller recruitment trends, and unmet client needs are critical to effective planning and long-term growth.
- Develop new areas of expertise. Some areas of interest include dialer operations platforms, convergence of internet organizing techniques with traditional direct marketing, inbound calling operations, prospecting and list selection, and IT services.

**Qualifications:**

Strong communication and motivational skills, work ethic, and desire for political change are essential. 5-7 years of some combination of operations management, fundraising and/or marketing experience required. College degree is required.

**Expectations:**

Campaign hours can run 50-55 hours per week, including some work on weekends. Good teamwork and a positive attitude are critical.

**Salary/Benefits:**

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

**Timing and Location:**

Immediate position available in either Boston, MA, or Denver, CO.

**How to Apply:**

Resume and cover letter to [jobs@telefund.com](mailto:jobs@telefund.com) with "OD" in the subject line.