



**COLSON
CENTER**
FOR CHRISTIAN
WORLDVIEW

JOB LISTING

Title: Development Assistant
Location: Colorado Springs, Colorado
Position reports to: Director of Marketing & Development
Salary range: \$15/hour, part-time
Work remotely? Yes, optional
Date written: April 2021

This document includes:

Job announcement and context (pages 2-4)

Job description (page 5)

How to apply:

1. Visit our [Careers page](#) and use the provided form at the bottom. Cover letter must include:
 1. **QUESTION 1:** What about the Colson Center's mission and programs resonates with you?
 2. **QUESTION 2:** Help us get inside your process a bit. How do you like to organize your time/day?
 3. **QUESTION 3:** Have you served in a customer services role before? Tell us about it—specifically, what do you feel you accomplished in that role?
 4. **QUESTION 4:** Do you know anyone currently working at the Colson Center who could help us get to know you a bit better?

Job announcement and context

April 2021

The Colson Center is hiring for a new position, a Development Assistant to join the growing team that handles relationships with our clients and donors.

The part-time Development Assistant is responsible for operating and improving our client services and donor care systems, responding promptly and helpfully to phone and email inquiries (or redirecting them to the appropriate person) and providing world-class care to our clients who contact us.

The ideal candidate for this position will have:

1. Warm and collaborative interpersonal skills and an instinct to care for people; must be able to make happy clients happier and handle the occasional frustrated client with grace and hospitality, as well as work well with colleagues so that we continue to learn and improve institutionally.
2. A problem-solver, can-do mindset that understands how to prioritize tasks, make improvements or leverage technology to make work smarter or faster or more effective, and involve the larger team when helpful. (Example: one time we had a website glitch and a bunch of people emailing and calling us for help. Someone who *only* knew how to do #1 above, and didn't think to use our system to group-email all those people, would have spent days rather than minutes dealing with the situation.)
3. Bonus: the instinct to own this role and connect it intelligently to what's going on in the rest of the Colson Center operation to add value.

See further down for more about our company and team culture.

Other requirements:

1. Colorado Springs residency preferred, so that you can spend some of your time in the office interacting with the team, but since the job is remote-work friendly, location is flexible.
2. Must be willing to sign our [Statement of Faith](#).

FAQ

About the company

At the Colson Center, we help Christians better understand and embrace God's restoration story unfolding in the world, even in the face of difficulties great and small. Our team is passionate about equipping people who want to think, love, and live like Christians.

Our values:

1. **We believe every Christian can live like one.** "Worldview" is about understanding God's created reality better, so we can be the people God calls us to be. It's not only about thinking or politics or great deeds—with J.R.R. Tolkien's Gandalf, we believe it's also about "the small everyday deeds of ordinary folk that keep the darkness at bay."
2. **We believe truth and love go together.** God is truth and God is love, and He made us to bear His image. To that end, we believe standing up for truth (if done the right way) is an act of love for God and our neighbor, and we seek to provide a climate of intellectual hospitality in which people can experience love in their search for truth.
3. **We believe Christians should—and can—be a people of hope.** God's story never changes, even when the world around us does. We know how that story ends—and we know God has called us to be faithful in our circumstances, trusting Him with the outcome. We seek to live and work that way, so we can help others do the same.

The Marketing & Development team

The Colson Center has roughly doubled to 25 staff in the last three years. Our Marketing & Development department mostly works in our beautifully remodeled office in Colorado Springs, where over the last three years, we have repeatedly set company records and beat contemporary industry norms for donor base and budget growth, retention, and grassroots support. We're looking for someone to join a successful operation to help us evolve it to the next level.

Our team exists to help deliver the Colson Center's mission to our clients and our donors (many of whom are the same people!). So it's our privilege to stay in touch with them, be responsive to their needs and questions, and do a good job keeping them connected to the ministry and its resources.

To help us do that, we use new, beautifully designed tech tools (apps, hardware, etc.), and seek to always have processes that are just as well designed, so that the things we rely on to do our jobs are perfectly calibrated toward that end. (If they're not, we fix or replace them!) We don't struggle along with 30 year-old CRMs, waste time navigating red tape or fighting the system, or spend hours *finding* data when we could be *using* it. We believe excellence on the basics sets the stage for us to do what we're really here to do...

*The Colson Center's mission is to equip Christians to live with clarity, confidence, and courage in this cultural moment. **Our job is to help our clients to do exactly that.***



COLSONCENTER

FOR CHRISTIAN WORLDVIEW

Position Description

Title: Development Assistant
Location: Colorado Springs, Colorado
Compensation: \$15/hour, part-time
Position reports to: Development Coordinator, General File
Date written: April 2021

POSITION SUMMARY:

The part-time Development Assistant is responsible for operating and improving our client services and donor care systems, responding promptly and helpfully to phone and email inquiries (or redirecting them to the appropriate person) and providing world-class care to our clients who contact us.

Priority	Description of Duties	Est Hrs/Wk
1	Donor and customer service calls. Handle calls and emails from donors that don't get routed to an account manager; provide exceptional customer support and connect them proactively to the right Colson Center resources.	4-8
2	Colson Circle support. Works with the Development Team to support and build our donor care program.	4-8
2	Maintain donor care processes and CRM automation – Provide feedback to supervisor and IT to help us keep CRM automation in perfect working order, regularly evaluate and improve processes for maximum efficiency in helping our clients. Participate in occasional meetings and pay attention to what's going on around the Colson Center.	1-2

Guidelines for All Employees

The Holy Bible, Employee Handbook, Statement of Beliefs/Faith

When filling this position, the Colson Center will consider the following when evaluating Applicants.

Ideal candidate:

- The ideal candidate for this position will have:
 - Warm and collaborative interpersonal skills and an instinct to care for people; must be able to make happy clients happier and handle the occasional frustrated client with grace and hospitality, as well as work well with colleagues so that we continue to learn and improve institutionally
 - A problem-solver, can-do mindset that understands how to prioritize tasks, make improvements to make work smarter or faster or more effective, and involve the larger team when helpful
 - Bonus: the instinct to own this role and connect it intelligently to what's going on in the rest of the Colson Center operation to add value

QUALIFICATIONS

Education, Experience, Knowledge, Competencies

- Minimum qualifications/expectations:
 - **Min Education:** High school graduate
 - **Work Experience:** 1-2 years in customer service or hospitality
 - **Knowledge areas:** customer service; modern office administration/apps a plus
 - **Competencies:** composure, kindness, good at managing workflow and setting priorities, accuracy and attention to detail
 - **Computer/Tech Skills:** None, but experience with CRMs is a plus; must be willing and able to use modern communication and project management tools (e.g. Slack, Asana; experience not required)
 - **Physical/Other Requirements:** talking, hearing, seeing, typing.
 - **Travel:** None

Position Classification: Non-Exempt