

The VFW Kansas City Office has a position opening as described.

**DEPARTMENT:** Development  
**JOB TITLE:** Production Clerk  
**JOB LEVEL:** 6A  
**STARTING SALARY:** \$32,763, plus benefits

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**NATURE OF WORK:**

Performs clerical and project tracking functions associated with Production, special programs and projects as well as provides direct assistance to Production Manager when needed.

**TYPICAL DUTIES AND RESPONSIBILITIES:**

Assists production staff – Production Manager and Production Coordinators – with tasks such as collation, scanning, proofreading and editing, updating of excel spreadsheets, shipment of packages and other duties as required.

Responsible for assisting Production Coordinators in maintaining excel spreadsheet to show detailed information about each mailing to keep Donor Services informed of projects mailing.

Responsible for keeping samples and promotional inventory orderly.

Responsible for assisting Production Coordinators in updating production file checklist spreadsheet on a weekly basis.

Responsible for updating excel spreadsheet to track mailed projects and seed mail received.

Responsible for tracking inventory for fulfillment mailings to ensure proper inventory levels and to alert Production Manager when reorder is needed.

Prepares normal correspondence associated with Production.

Performs clerical and filing functions for Development Department Production staff.

Interfaces with member and non-member donors and vendors as required.

Uses tact and courtesy to answer telephone inquiries from member and non-member donors.

Develops own personal knowledge of direct mail and the VFW in order to improve knowledge of VFW's mission and a further understanding of Direct Mail Fundraising.

**NATIONAL HEADQUARTERS**

406 W. 34th Street  
Kansas City, MO 64111  
Office 816.756.3390  
Fax 816.968.1157

**WASHINGTON OFFICE**

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Office 202.543.2239  
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Assists Donor Services Manager with bounce back card distribution to VAVS Representatives.

Assist Production Manager with tasks such as List Clearances, tracking of jobs, maintaining all postage reports for mailings and file audits.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

Position requires, at minimum, a high school degree with additional training/experience.

Position requires intermediate typing, organizational and communications skills.

Position requires proficient knowledge of Microsoft Word and Excel software.

**SCOPE OF POSITION:**

Reports directly to the Production Manager.

Works directly with Production and Donor Services Managers and Production Coordinators to keep spreadsheets updated, samples properly organized, and assists with basic clerical type duties.

Works directly with Donor Services Manager and Production Coordinators to collate and distribute bounce back cards to VAVS Representatives as well as surveys and petitions to Congressional Representatives.

Typical problem solving includes receiving calls from member and non-member donors who have questions, concerns or complaints regarding direct mail pieces and telemarketing as well as other questions about VFW.

Typical contacts are with member and nonmember donors and VFW staff up to 40% of the time to answer questions.

**WORKING CONDITIONS:**

Normal office environment with computer usage up to 75% of the workday to develop plans and coordinate with Production Staff and other Development Department Staff.

Phone usage up to 25% of the workday to communicate with member and non-member donors and vendors as required.

Regularly reaches, bends or stoops to file Production samples and correspondence in filing cabinets.

Occasionally required to lift up to 40 pounds.

**MAJOR ACCOUNTABILITIES:**

Ensures that Production clerical duties/functions are performed in a timely manner.

Ensures Production files and samples are kept orderly.

The above duties are general in nature and are not intended to reflect all of the duties that may be required of the incumbent.

**CLOSING DATE:** June 7, 2019

Please send inquires and resumes to Danielle Heinisch at [Dheinisch@vfw.org](mailto:Dheinisch@vfw.org).