



**United Nations High Commissioner for Refugees (UNHCR)
Manila, Philippines**

For INTERNAL/EXTERNAL CIRCULATION

Vacancy Notice No. 07/2018

Position Title: Private Sector Partnerships (PSP) Assistant	Position Level: G4	Date Issued: 20 February 2018
Position No. UNOPS	Report To: Asst. Private Sector Fundraising Officer	Closing Date: 6 March 2018
Contract Duration: 1 April – 31 December 2018	Duty Station: Manila	Contractual Status: Local Individual Contract Agreement

DUTIES AND RESPONSIBILITIES:

The PSP Assistant will support the Assistant PSP Officer and PSP Associate in the implementation of lead generation/conversion strategy of UNHCR Philippines. Mainly, he/she will communicate with UNHCR Philippines' leads to convert them into financial supporters of UNHCR. S/he will convey UNHCR's advocacy using different scripts to generate response to UNHCR's call to action.

Additionally, the PSP Assistant will handle inbound calls addressing requests of individual donors.

To perform this job successfully, an individual must be able to perform each essential function below satisfactorily:

- Monitor volumes of outbound and inbound calls in a timely manner
- Employ effective telemarketing approaches to convert leads to donors
- Maintain close and effective coordination with third-party service provider(s) for telemarketing support
- Support the end-to-end lead generation to conversion process
- Monitor in-house Donor Care email and telephone channels

- Identify relevant and compelling topics for creation of added value content that interests and engages with target audience
- Monitor performance of various lead sets
- Identify donors' needs, clarify information, research every issue and provide solutions and/or alternatives
- Seize opportunities to pitch and fundraise when they arise
- Build sustainable relationships and engage donors and supporters by taking the extra mile
- Keep records of all conversations in our call center database in a comprehensible way
- Meet personal/team qualitative and quantitative targets
- Perform other duties as required.

MINIMUM SKILLS REQUIRED:

- **COMMUNICATION** – The ability to communicate effectively marketing message, in English or local language
- **SALESMANSHIP** – The ability to engage any type of public and convince them to support or donate UNHCR Philippines' work for refugees, internally displaced families, and stateless persons
- **INNOVATION** – The ability to innovate and be flexible in implementing lead conversion and strategies across different lead profiles
- **CUSTOMER SERVICE** - Customer focus and adaptability to different personality types

QUALIFICATIONS AND EXPERIENCE:

- University degree in marketing, communications, social sciences or other related discipline and a minimum of two years of relevant job experience preferably in a similar position in the non-profit sector.
- Proven ability to write communication materials in English and Filipino.
- Experience with fundraising, tele-sales and marketing

This position is open to Filipino nationals only.

Please email your Motivation Letter, Curriculum Vitae and P-11 Form with subject: **“Application - VN No. 07 - PSP Assistant”**, by email to:

PHIMAVAC@unhcr.org.

Only applicants meeting the minimum requirements will be short-listed for written test and interviews. Applications will not be acknowledged. Only the successful candidate will be notified of the outcome of the selection process.

You may download your P-11 form at:

http://www.unhcr.org/ph/wpcontent/uploads/sites/28/2017/11/UNHCR_Personal_History_Form_October-2017.docm