

**UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)
INTERNAL/EXTERNAL VACANCY NOTICE
Vacancy Notice No. IVN/EVN/001/19**

Title of Post	Donor Care Assistant (F2F)	Category/grade	LICA – 4
Duty Station	Accra, Ghana	Type of contract	UNOPS - ICA
		Date of Issue	08/08/2019
Duration	02/09/2019 – 31/12/2019	Closing Date	14 August 2019

Organizational Context:

PSP Africa has made great strides in digital and mobile fundraising, especially with the launch of the LuQuLuQu Campaign. This has helped with advocacy in changing the narrative and perception of the African refugees and thereby building a platform for public engagement, while giving leads, and acquisition of One-Off (OO) donors.

Face to Face (F2F) is a major donor acquisition source for non-profits in Johannesburg like Save the Children, UNICEF, WWF, and has proved to be successful in acquiring committed donors. Accra has shown potential, proven with the launch of the LuQuLuQu Campaign.

In light of this, we recently rolled out Face-to Face (F2F) fundraising tests in Accra, Ghana and in South Africa - Johannesburg, Pretoria, Durban and Capetown.

The position

We are looking for a motivated and results-oriented Donor Care Assistant to support the Individual Giving team in all aspects of fundraising – donor prospecting, volunteer engagement, meetings, cultivation events, background research and donor acknowledgments.

S/he will create processes, reports, analysis and tools that allow the F2F and PSP Africa Team to have a thorough understanding of their constituency, their prospects, and their work.

Duties and responsibilities

Reporting to the PSP Officer (F2F), Africa, the incumbent will:

- Research and analyze donor history and reconcile discrepancies.
- Input information in Clearview/Pledge maker custom modules.
- Work to create and implement operational coding for regular monthly giving and Annual Giving
- Respond to donor requests for information on gifts, certificates, recognition or events via telephone or through correspondence.

- Answering and responding to phones, messages, and emails that require the F2F manager's response as needed and/or to assist with call overflow.
- Send welcome packets, acknowledgment letters and certificates to donors.
- Generate standardize and ad hoc reporting.
- Research, retrieve and disseminate information from the First View to assist in the resolution of donor issues.
- Maintain inventory on brochures, fliers, Annual Giving, and other materials.
- Assist with prompt and accurate processing, acknowledgment and recognition of all gifts, pledges, and payments made to UNHCR.
- Provide support to the F2F fundraising in South Africa.
- Professionally receive and manage complaints from donors.
- Engage professionally with donors to upgrade or degrade their donations.
- Ability to pitch and inspire unhappy donors from cancelling their regular monthly/annual donations.
- Other duties as assigned.

Essential Minimum Qualifications and Experience:

The ideal candidate will be required to have:

A. Education:

- Completion of the Secondary Education with certificate/ training in communication, marketing, advertising, international development or other related discipline.

B. Work Experience:

- Minimum 4 years of relevant work experience.
- Proven experience working independently without close supervision.
- Proven ability to handle confidential information with integrity.
- Proven ability to effectively manage multiple deadlines.
- Experience in answering donor/customer enquiry in person, phone or email.
- Experience with relationship or prospect management systems.
- Previous experience in donor care.

Key Competencies:

- Strong understanding of fundraising principles and models.
- Strong attention to detail and ability to quickly understand and remember details about donors and projects to which they are assigned.
- Excellent customer service, interpersonal, and presentation skills.
- Knowledge of the United Nations and working within the United Nations an advantage.
- Excellent analytical and information management skills, including the ability to conduct research and manage information in multiple databases and systems.
- Effective oral and written communication skills

C. Languages:

- Required: fluency in written and spoken English.

Location

The successful candidate will be based in Accra, Ghana.

Conditions

The position starts in September 2019 and it is a full-time role.

Submission of Applications:

If you wish to be considered for this vacancy, please submit your letter of motivation, updated signed Personal History Form by e-mail to bello@unhcr.org indicating “**Donor Care Assistant (F2F) (Accra)**” in the subject of the email.

The PHF forms are available at <https://unhcr.org/recruit/PHF-EN.zip>

No late applications will be accepted. Only shortlisted candidates will be contacted. Shortlisted candidates will be required to undergo oral interview. UNHCR does not charge a fee at any stage of the recruitment process (application, interview, processing or any other fees).

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