

Donor Care Assistant (MVD), (Renewable Contract, LICA4)

Office of the United Nations High Commissioner for Refugees (UNHCR) is recruiting a Donor Care Assistant (MVD), carrying an external title of “Donor Care Executive (MVD)”, will provide middle donor a timely, personalize donor-centric experience and engaging communications. This role also supports key fundraising initiatives including special appeals and telemarketing to help achieve annual income target.

This position is a UNOPS position with a contract which is renewable each calendar year.

Requirements:

- **Education**
 - Completion of Tertiary Education, degree is desirable in Communications, Marketing, international Studies, Business Administration or a related field. Candidates with a degree in other disciplines with a proven relevant professional record will also be accepted.
- **Work Experience**
 - Minimum 1 year of working experience in fundraising, customer/donor relationship management, marketing communications, donor development, highly preferably in international NGO, organisation or private sector.
 - Experience working with fundraising activities such as direct mail, telemarketing, email marketing for middle donor segment.
 - Experience in providing personalized donor care services.
- **Key Competencies**
 - Knowledge of relational fundraising, middle donor cultivation and stewardship.
 - Experience in relationship management and telemarketing with high-end donors/customers.
 - Knowledge of donor screening, due diligence.
 - Competent in developing and translating online and offline communication materials.
 - Proficiency in MS office including MS Word, Excel, PowerPoint and Outlook.
 - Knowledge of donor database and housekeeping donor/customer data.
 - Proficiency in written and spoken Chinese (Cantonese and Putonghua) and English.

Responsibilities:

Under the functional guidance of Senior Donor Care Assistant (MVD), this incumbent will support the work of middle donor retention and development through a relational approach and work closely with Individual Giving (IG) and Private Partnerships & Philanthropy (PPH) teams for file movement, progressively pipeline donor growth to PPH level. The areas of expertise required are relationship management and donor communications.

- **General**
 - Provide front-line customer service for middle donors, through the phone, email and mail in relation to donation transaction issues and donor inquires/complaints and assist donors with tax receipt requests.
 - Assist in procurement related to MVD activities including preparation of RFQs or RFPs, receipts of quotations bids or proposals in compliance with the procurement standards and rules.
 - Assist in liaising, monitoring and reviewing of outsourced vendor services performance such as copywriting, creative design, telemarketing, printing and letter shopping services etc.
 - Support UNHCR’s donor care and fundraising events; track and report on events, attend events when possible and assist with planning.
 - Participate in annual campaign goals.
- **Donor Retention and Development**
 - Assist in building relationship with middle donors, IG prospects and potential major donors through one-to-one telecommunication and email to ensure KPIs are met, including but not limited to raise fund for fundraising appeals, emergencies, newsletter, crowdfunding.

- Support producing online and offline communication to donors to enhance donor loyalty.
 - Produce reports and analysis to enhance programme performance, donor retention and understand donor demographics, preference and behaviour.
 - Execute data entry needed by outbound and inbound campaigns.
 - Update UNHCR fundraising database with donors' data, gifts data, fundraising campaigns data when needed.
 - Support fulfilment operations for specific campaigns.
 - Assist in processing one-time donation transactions.
 - Support donor reactivation, upgrade, conversion and retention campaigns through telemarketing.
 - Provide personalized treatment to donors, including but not limited to welcome and appreciation calls, impact reporting, engagement activities, sharing UNCHR work updates and refugee situation.
 - Assist in stewarding and managing the assigned donor portfolio to ensure proper file movement and optimize donor potentials.
 - Assist in preparing screening report for due diligence purpose.
- **Perform other duties as required.**

Closing date: **03 July 2022**

Applicants who wish to be considered for this vacancy should send their

- signed [Personal History Form](#); and
- motivation letter

by email only to chiho@unhcr.org. Please ensure that they are sent with the titles “*your name Personal History Form*” and “*your name Motivation Letter*”. Please put “*Donor Care Assistant (MVD), LICA4*” in the email subject line.

The appointment offer will be subject to the proof of vaccination against Covid-19 with WHO approved vaccine¹, medical clearance and satisfactory reference checks.

Only shortlisted candidates will be notified and invited for the interview and written test.

¹ Vaccination status will be verified during the medical clearance process. UNHCR Medical Section in Geneva medicaloutbreak@unhcr.org can be consulted in case of any questions.