Office of the United Nations High Commissioner for Refugees (UNHCR) is recruiting a Donor Care Assistant, carrying an external title of “Assistant Donor Care Executive”, to execute a series of donor retention programmes and assist the supervisor in supporting donor care operations in UNHCR Hong Kong and Macao SARs.

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

Requirements and experience:

- Completion of the secondary level schooling or vocational training equivalent to secondary school level;
- At least 1 year working experience related to donor service and data processing (fundraising experience is preferable, please specify details if it is part-time experience);
- Experience in answering donor/customer enquiry by phone and by email;
- Proficiency in written and spoken Chinese (Cantonese and Putonghua) and English;
- Good writing skills for donor communications materials;
- Knowledge of MS Office especially MS Word and MS Excel;
- Attention to details, high accuracy and result oriented;
- Ability to collaborate with others, with a flexible and positive attitude;
- Strong communication and interpersonal skills;
- Able to work independently and under pressure; and
- Customer service oriented.

Responsibilities:

- Under the supervision of the Assistant PSP Officer - Donor Care (NOA), to work closely with UNHCR and supporting the implementation of the Donor Care Programme of UNHCR’s Private Sector Partnerships Unit, in particular on donor service and donor information processing;
- Assist the supervisor in processing monthly donation (both by autopay and credit card), informing and advising the supervisor in case of inaccuracy and special occurrence;
- Assist the supervisor in processing the one-off donation transactions;
- Confirm donors’ personal details, as appropriate, before entering accurate information into the database;
- Assist in taking inbound calls to respond to donors’ enquiries, making record and reporting public enquiries to senior staff;
- Assist in following up with donors, by phone, by post and by electronic mail, in relation to donation transaction issues and donor enquiries;
- Conduct telephone fundraising campaigns as required;
- Assist the supervisor in writing donor communications materials and forward to donors; and
- Undertaking other duties as assigned by her/his supervisor.

Closing date: 05 August 2021

Applicants who wish to be considered for this vacancy should send their
- signed Personal History Form (available at https://www.unhcr.org/hk/wp-content/uploads/sites/13/2019/03/Personal_History_Form.zip); 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” in the email subject line.

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