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JOB DESCRIPTION

Position title: Donor Support Coordinator

Reports to: Senior Manager, Fundraising Operations

Location: Singapore

Duration: Permanent

Working hours: 5 days per week

I. **Mission of WWF Singapore:** To ensure a high performing WWF office with efficient operating systems, professional and skilled staff, and strong financial resources. WWF Singapore's focus is on delivering corporate responsibility partnerships, individual donor fundraising, major donor fundraising and community engagement for WWF's priority conservation activities in Singapore and the rest of WWF's global network.

II. **Major Functions:** As part of the Marketing Intern, you will be working to support the marketing and fundraising team to support them in execution of fundraising and marketing campaigns.

III. **Main Duties and Responsibilities:**

- 1) Supporter Care (50%)
 - a. Answering enquiries from supporter via phone and email.
 - b. Updating supporter records on our fundraising database.
 - c. Co-ordinating the fulfilment of the following in house:
 - i. Welcome Packs.
 - ii. Adoption Packs.
 - iii. Thank you emails.
 - iv. Cancellation emails.
- 2) Gift Processing (20%)
 - a. Importing gift information from a range of sources.
 - b. Manually inputting mailed donations.
 - c. Reconciling gift information with Finance on a monthly basis.
 - d. Ensure agreed SLAs are met or exceeded.
 - e. Correcting errors and issuing refunds.
- 3) Database maintenance (20%)
 - a. Ensuring donor records are current and accurate.
 - b. Assisting with cleaning and merging records .
- 4) Supporting the Fundraising department (10%)
 - a. Reporting back to fundraisers on key SLAs
 - b. Assisting with general support requirements of the fundraising team

IV. Profile:

Required Qualifications

- Minimum "A" level graduate
- Fresh graduates are also welcome to apply
- Excellent verbal communication skills
- Can Do attitude
- Open to challenges
- Passionate and determined to make a difference
- Strong team player

V. Working Relationships:

Internal – work closely with fundraising and marketing team to support the fundraising program and activities.

External – Spread the knowledge and conservation awareness to the public and engage them to remain as our donors.

This job description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organizational needs.

Interested applicants can Email a cover letter and CV in English to hr@wwf.sg with subject line “WWF Donor Support Coordinator.”