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JOB DESCRIPTION

Position title: Fundraising Operation Executive
Reports to: Retention Manager
Location: Singapore
Date: May 2019

- I. Mission of the Department:** 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 giving fundraising, major gifts fundraising and community engagement for WWF's priority conservation activities in Singapore and the rest of WWF's global network.
- II. Major Functions:** As a key contributor to the fundraising department, the Fundraising Operation Executive will provide operational support to all individual fundraising, retention, data, events and merchandise activities, to ensure an enriching member experience with WWF and maintaining positive relationships with supporters and prospects with the aim of developing a stronger commitment towards conservation.

III. Major Duties and Responsibilities:

- Provide administrative and operational support to all activities related to the Direct Authorised Programme (DAP) which includes booking mall sites, corporate site booking, license applications, event coordination and other related activities.
- Assist in the implementation of individual fundraising and donor engagement activities, events and trips.
- Provide administrative and operational support to the Fundraising team to ensure all WWF staff is equipped with the necessary resources.
- Ensure quality control over fundraising equipment and resources.
- Provide fulfilment support to the Donor Care department with preparation, mailing and management of stock and gifts for supporters.
- Manage suppliers and be responsible for the invoicing for software tools, platforms, materials, Welcome Packs and other fundraising related elements needed by the different teams.
- Maintain systems, software and tools up to date and apply changes or new initiatives when required.
- Assist in processing donor requests and addressing public queries on donation matters.
- Provide operational support to the data and retention team in database maintenance, data entry, data clean up, data import and export and data processing.
- Perform other duties as required.

IV. Profile:

Required Qualifications

- At least 1 years' working experience in administration and/or operations
- Minimum diploma in business administration or marketing

Required Skills and Competencies

- Good computer skills in Microsoft Words, Excel and Power Point
- Good organization and interpersonal skills with ability to function in a multi-cultural environment
- Detail-oriented and committed to database accuracy and integrity
- Experience in Raiser's Edge, ActiveCampaign, Cybersource, ContactSpace and/or Waysact is a bonus
- Fluent spoken English
- Good written English
- Flexible, resourceful and able to perform despite tight schedules
- Has a strong stakeholder focus and service-oriented attitude
- Manages the job independently and pro-actively

- A strong interest in conservation
- Adheres to WWF's values, which are: *Passionate & Optimistic, Challenging & Inspiring, Credible & Accountable, Persevering & Delivering Results.*

V. Working Relationships:

Internal – Ensure intra and inter-department collaboration for the optimal use of resources and organizational alignment.

External – Coordinates with marketing vendors, venue partners, police and related suppliers.

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 organisational needs.

We may also disclose personal data about you to our affiliates in the network in order to manage our relationship with you.