



*for a living planet®*

## **JOB DESCRIPTION**

**Position title:** Fundraising Operations Executive

**Reports to:** Fundraising Director

**Location:** Singapore

**Date:** December 2015

**I. Mission of the Office:** 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 a key contributor to the Marketing and Member Engagement department's fundraising and engagement objectives, the Fundraising Operations Executive is responsible for creating an enriching member experience with WWF and maintaining positive relationships with donors and prospects with the aim of developing a stronger commitment towards conservation. In addition, the Executive will provide administrative, database, and operational support to all individual fundraising and retention activities.

**III. Major Duties and Responsibilities:**

- Provide administrative and operational support to all activities related to the Direct Debit Donor Programme (DDDP) which includes donor relations, donor processing, partner management, license applications, event coordination and other related activities.
- Assist in processing all donor requests and addressing public queries on donation matters.
- Maintain updated records of donor and volunteer databases
- Ensure donation tracking and timely reporting of individual income from online and non-DDDP fundraising programmes
- Assist in the implementation of all individual fundraising and donor engagement activities.
- Assist with site bookings, event preparation and licences for our fundraising roadshow activity
- Perform other duties as required

**IV. Profile:**

**Required Qualifications**

- Minimum Diploma in business administration or marketing
- At least two or three years' working experience in the administration and operations, preferably in a sales or fundraising environment

**Required Skills and Competencies**

- Experience working on a CRM system (preferably in a fundraising environment)
- Good computer skills in Microsoft Word, Excel and Power Point
- Good organization and interpersonal skills with ability to function in a multi-cultural environment
- Excellent spoken English and fluency in Mandarin highly desirable
- Good in 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: Knowledgeable, Optimistic, Determined and Engaging.

**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.

Interested applications can Email a cover letter and CV in English to [hr@wwf.sg](mailto:hr@wwf.sg) with subject line “Fundraising Operations Executive” close Friday 11 December 2015.