



Save the Children
救 助 兒 童 會

ROLE SPECIFICATION

For the position of DONOR SERVICE OFFICER

with Save the Children HONG KONG

January 2019

BACKGROUND

Save the Children believes every child deserves a future. In HK and around the world, we work every day to give children a healthy start in life, the opportunity to learn and protection from harm. When crisis strikes, and children are most vulnerable, we are always among the first to respond and the last to leave. We ensure children's unique needs are met and their voices are heard. We delivery lasting results for millions of children, including those hardest to reach.

Are you passionate about helping children to help themselves? Join us in inspiring breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives!

DONOR SERVICE OFFICER

Reports to: Donor Relationship & Engagement Manager

SKILLS AND BEHAVIOURS (our Values in Practice)

Accountability:

- Holds self accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values.
- Holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.

Ambition:

- Sets ambitious and challenging goals for themselves (and their team), takes responsibility for their own personal development and encourages others to do the same.
- Widely shares their personal vision for Save the Children, engages and motivates others.
- Future orientated, thinks strategically.

Collaboration:

- Builds and maintains effective relationships, with their team, colleagues, members and external partners and supporters.
- Values diversity, sees it as a source of competitive strength.
- Approachable, good listener, easy to talk to.

Creativity:

- Develops and encourages new and innovative solutions
- Willing to take disciplined risks

Integrity:

- Honest, encourages openness and transparency

KEY AREAS OF ACCOUNTABILITY:

- Handle, build relationships and retain donors through emails, phone calls and events
- Handle and maintain hotline and emails inquiries from donors
- Contact donors and resolve unsuccessful donation transactions
- Handle all types of donation processing including cash, cheque and credit card transactions
- Conduct warm welcome call to new donors
- Assist any administrative or reporting support when required
- Provide any ad hoc support as requested by line manager

QUALIFICATIONS, SKILLS AND EXPERIENCE

- Form 5/equivalent or above, with 1-2 years working experience in customer service or telemarketing
- Proficiency in English & Chinese word processing
- Good knowledge of computer application such as MS Office

- Customer service oriented with good telephone manner
- Good team player & dedicated, and passionate to work in NGO
- Good spoken and written English and Chinese
- 5-days work week

Don't miss the opportunity to have career success and fulfilment while you deliver change for children to attain the right to survival, protection, development and participation.

We need to keep children safe so our selection process, which includes background checks, reflects our commitment to the protection of children from abuse. Candidates at the final stage of recruitment process may be requested to undergo Sexual Conviction Record Check by the Hong Kong Police. If you refuse to undergo the check, we have the right not to consider your application.

Interested parties please send full resume, including your current & expect salary and date of availability to hkcareers@savethechildren.org.

Personal data collected will be used for recruitment purpose only.