



**Save the Children**  
救 助 兒 童 會

## **ROLE SPECIFICATION**

For the position of **DONOR SERVICE OFFICER**

With Save the Children HONG KONG

Nov 2021

## **WHO WE ARE**

Save the Children is the world's leading independent organization for children. We believe every child deserves a future. In Hong Kong and around the world, we give children a healthy start in life, the opportunity to learn and protection from harm. We do whatever it takes for children, every day and in times of crisis, transforming their lives and the future we share.

Building on our 100 years' experience of bringing communities, civil society, governments, businesses and donors together, Save the Children ensures children's unique needs are met and their voices are heard. We deliver lasting results for millions of children, including those hardest to reach.

Save the Children Hong Kong is part of the Save the Children global movement, which is made up of 30 member organisations, operating in around 120 countries.

Are you passionate about helping children in Hong Kong and around the world? 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**

### **SCOPE OF ROLE**

The role is to support our daily operation and service to our donors by responding to donor's enquiry in a professional manner through different channels.

**Reports to: SENIOR DONOR RELATIONSHIP AND 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:**

- Conduct outbound calls to donors including welcome call, fail payment reminder, upgrade and reactivation campaign
- Respond and maintain hotline and emails inquiries from donors
- Maintain and retain donor relationship through emails and phone calls
- Handle all types of donation processing including cash, cheque and credit card transactions
- Assist in administrative or reporting support when required
- Provide any ad hoc support as requested by line manager

## **QUALIFICATIONS**

- Secondary education - Form 5 or equivalent and above

## **SKILLS AND EXPERIENCE**

- At least 2 years working experience in customer service or telemarketing
- Good spoken and written English and Chinese
- 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
- Strong interested to work for good cause serving the children in the community

## **COMPETENCY FRAMEWORK**

### **Leading:**

- Leading and inspiring others
- Delivering results
- Developing self and others

### **Thinking:**

- Problem solving and decision making
- Innovating and Adapting
- Applying technical and professional expertise

### **Engaging:**

- Working effectively with others
- Communicating with impact
- Networking

## **APPOINTMENT TERMS**

This post is on a full time basis.

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](mailto:hkcareers@savethechildren.org). Personal data collected will be used for recruitment purpose only.