



세계자연기금

## Donor Care Administrator Officer

WWF is one of the world's largest and most experienced independent conservation organisations, with over 5 million supporters and a global network active in more than 100 countries. Our mission is to stop the degradation of the planet's natural environment and to build a future in which humans live in harmony with nature. WWF-Korea was opened in 2014 and now is looking for passionate people who have the drive to conserve the nature and solve the environmental problems.

### Location:

Seoul, Republic of Korea

### Main purpose:

Donor Care is an essential part of donor retention program that WWF-Korea strives to enhance its quality. This position will report to Retention Program Sr. Officer contributing and supporting in the areas of database management, donor marketing, donor communication and administrative tasks. The future of WWF-Korea's retention program will allow this position to be separated into multiple roles in the future. Thus, it is essential for a candidate to have a solid background in one or more areas of donor retention program.

### Main responsibilities:

- In charge of donor database management including new donor data entry from multiple acquisition channels and data cleansing with the support of outsource
- In charge of monthly income monitoring including billing and payment management
- In charge of donor communication including all in-bound and out-bound calls including managing outbound services for donor retention activities through event, phone call, e-mail, post mails, texts and etc to improve donor engagements.
- Supporting in development of strategies for retention marketing and contents development
- Supporting in analyzing donor data, donor activities and drafting reports
- Supports in day to day operation including administrative work

## Required Skills and Competencies

- Ability to work in a team and foster team spirit.
- Strong in Korean and English communication
- Experiences to use CRM software and MS Office
- Strong in data analysis, communication skill
- Strong commitment to environment and nature conservation.
- Preferred +5 years experiences in NGO/NPO fundraising.
- Solid experience in one or more areas in retention program: donor care, donor communication and donor marketing

## How to apply?

If you would like to learn more and soon join our team, please send us your application by email to [info@wwfkorea.or.kr](mailto:info@wwfkorea.or.kr) including a letter of motivation and resume. Please use the subject line to indicate which position you are applying for. Only short-listed candidates will be contacted. Many thanks for your interest in WWF-Korea and this opportunity!

**Deadline for applications: May 7th, 2017**

## Further Info

**Schedule:** full-time

This job ad covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from the incumbent. Other tasks may be assigned as necessary according to organizational needs. Only short-listed candidates will be contacted for interviews.

## WWF-Korea's Mission and Values:

1. It is part of every staff member's terms of reference to contribute to WWF's mission. WWF's mission is to stop the degradation of the planet's natural environment and to build a future in which humans live in harmony with nature, by:
  - conserving the world's biological diversity
  - ensuring that the use of renewable natural resources is sustainable
  - reducing pollution and wasteful consumption.
2. It is also part of every staff member's terms of reference to embody WWF's **values**, which are: Passionate & Optimistic, Challenging & Inspiring, Credible & Accountable, Persevering & Delivering Results.