

Job Title:	Donor Relations Assistant
Reports To (Direct):	Donor Relations Manager
Department:	Donor Relations
Location:	The Hague, Netherlands

Job Description

POSITION SUMMARY / OBJECTIVE

To provide timely world-class service to IFAW supporters and the public, ensuring supporter satisfaction in the Netherlands by promptly responding to supporter enquiries in an effective and efficient manner. Promoting IFAW's mission and brand, applying professional best practices and stewardship to acquire, retain and further engage supporters – ultimately maximizing revenue, supporter satisfaction and long-term loyalty.

Maintain the integrity of supporter database systems; provide administrative, organizational and operational support to the Supporter Relations function and manager.

ROLE AND RESPONSIBILITIES

- Act as front-line representative for IFAW with supporters and the general public in an effective and efficient manner
- Read and sort incoming mail, answering letters on all kinds of subjects as promptly as possible
- Answer telephone calls efficiently
- Handle incoming email through the info-nl as promptly as possible
- Compile and send information letters or material to donors and other interested parties with the intent of satisfying the request to the fullest extent possible, maximizing retention and support and attracting new supporters
- Fulfill personalized acknowledgment letters, thank you phone calls and other stewardship efforts
- Remain current on IFAW programmes, campaigns and activities; share appropriately as part of stewardship efforts
- Keep up to date with current newsletters/e-appeals/IFAW campaigns to be pro-active with regard to supporter queries, complaints etc.

Donor Data Systems and Processing:

- Ensure timely and accurate input of supporter information into donor database systems for quality, integrity and accuracy
- Process financial information relating to donations, regular giving and other initiatives; reconcile donations on database as necessary
- Adhere to standard operating procedures, reference guides and Supporter Development Standards of Excellence; ensure compliance with data protection and privacy requirements
- Maintain in-depth knowledge of supporter database functions, processes and procedures

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- One+ years in an office environment required
- Proficiency in Microsoft Office
- Excellent verbal and written communication skills in both English and Dutch
- Good administrative and organizational skills; Superior attention to detail
- Ability to adapt with a fluctuating workload
- Ability to take initiative and work independently

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities will change from time to time to meet the needs of the department and our company.

At IFAW, we aim to create and foster a workforce that reflects and contributes to the diverse, global community in which we work to improve the lives of both animals and people. We are dedicated to fostering justice, equity, diversity, and inclusion so we actively encourage candidates from diverse backgrounds.

To apply, please submit CV and letter of interest to vacatures@ifaw.org.