

JOB DESCRIPTION	
Department: Fundraising Department	
Position: Donor Service officer	Reporting to: Donor Service Manager Number of direct reports: NA
Duration: Open-ended	
Job Grade: B	Working hours: 40 hours per week (full time)

I. Purpose of the position

Under the direct supervision of the Donor Service Manager, close collaboration with other stakeholders in MSF Japan, Donor service officer improves operational excellence to support the achievement of fundraising strategies as well as provides direct service to donors.

II. Objectives

The Donor Service officer:

- ✓ Implement developing donor service strategies and tactics which are fully aligned with strategies of MSF Japan and fundraising department.
- ✓ Maximize donor life time value by ensuring the superior donor experiences.
- ✓ Ensure donor service process that fulfil the level of the service standard and cost-effectiveness.
- ✓ Trigger continuous business improvement by advocating voice of donors, providing donor insight into MSF Japan office.

III. Main Responsibilities

1. Interaction management

- Manage and handle all the interactions with donors/prospectives such as questions, requests, and complains across all the communication channels, working closely with call center and operation center.
- Ensure the service quality of call center by monitoring status, empowering them by sharing core values of MSF, providing sufficient information, support and training.
- Manage the process of sending materials such as brochures, letters and receipt.
- Handle escalated queries properly, working closely within and outside of donor service.

2. Fulfillment Management

- Manage all the fulfilment process through donor lifetime, from the initial contact to the end of donation working closely with operation center.
- Ensure the process of invoicing to financial institutions such as bank, post office, and credit card companies including related venders.
- Update donors' information in the donor database such as personal infomation, request and donation histories and their preference of communication.
- Manage all the Inventory and control quality of printed materials related to donor service.
- Support ensuring a monthly donation finalization with outsourser and report to Director of Fundraising.

3. Budgeting and reporting

- Report montly anlysis of the donor behavior based on the feedback from call center and operation

centers.

- Share the voice of donors that can be leveraged to improve our operation in timely manner.
- Plan and manage the budget related to all the operations in donor service.

4. **Strategy**

- Implement donor service strategy. Propose contingency when necessary.
- Ensure defining the service level, rules and guidelines related to donor service.
- Trigger continuous business improvement across MSF Japan leveraging the donor insight.
- Ensure that MSF J can receive the high quality service and products from the vendors with the possible least cost.
- Collaborate with other teams in the implementation of campaigns in line with the FDR strategy.
- Supervise and coach outsource partners.

IV. Qualifications and requirements

Essential Skills and Experience

- Minimum of 3 year experience in customer service and/or call-center and/or sales support.
- Strong interpersonal, communication, negotiation and presentation skills.
- Critical thinker, excellent problem solving skills
- Multi-task skills.
- Advanced level of PC literacy especially Microsoft Excel, Word and PowerPoint.
- Strong commitment to humanitarian aid work.
- Native level Japanese. Business level English
- Self-starter. Ability to work independently.

Special Notes:

This Job Description is only a summary of the typical functions of this position and not an exhaustive or comprehensive list of all possible job responsibilities and duties. Accordingly, the responsibilities and duties of the jobholder might differ from those outlined in this Job Description and the other duties, as assigned, might be part of the job due to the organizational and operational needs.

APPLICATION

Application documents (Please send all these documents)	1. CV, with your photo if possible (in English) 2. Motivation letter (in English) 3. 履歴書（和文） 4. 職務経歴書（和文） 5. 志望動機書（和文）
Email Address	Please send the above documents to: hqhr-recruitment@tokyo.msf.org
Application Deadline	November 3, 2021
Note	Only short-listed applicants will be contacted. We will close the position as soon as we find the best candidate.