

JOB DESCRIPTION	
Department: Fundraising	
Position: Relationship Development Senior Officer (Corporate) リレーション構築チーム・シニアオフィサー (大口法人寄付者担当)	Reporting to: Relationship Development Senior Manager Number of direct reports: NA
Duration: Open-ended	
Working hours: Full-time (40 hours/week)	
Job Grade: C	

Purpose of the position

Relationship Development Senior Officer is the position to manage, motivate, and enhance the engagement of 'High Value' corporate and individual donors (mainly corporate) by one to one personal approach in order to maintain and increase donation income for Médecins Sans Frontières (MSF).

Objectives

Relationship Development Senior Officer is expected:

- To maintain and strengthen engagement of 'High Value' corporate donors
- To maintain and increase donation from 'High Value' corporate donors

Requirements of the position

Based in Japan (Commutable to MSF Japan Office in Waseda) / some short domestic travels expected

Main Responsibilities

- 1) **Maintaining and strengthening relationships with existing corporate donors** (expected time allocation: around **50%**)
 - Maintain and strengthen relationships with donors by reporting on medical activities and the use of funds in the field through regular communication (visits, phone calls, emails, letters)
 - In the event of an emergency, quickly inform donors of the situation in the field and MSF's funding needs to maximize donation opportunities
 - Plan and implement measures (seminars, creation and sending of materials) targeting multiple donors
 - Increase awareness and understanding by involving employees of the corporation in activity reports and donation events, and also lead to an increase in individual donations
- 2) **Inbound response** (expected time allocation: around **20%**)
 - Respond efficiently to inquiries from corporations (especially when the number of inquiries increases due to an emergency situation)
 - When accepting donations, conduct case reviews, industry checks (due diligence as necessary), and contract signing, etc.
 - Update the rules for accepting donations (industry checks, due diligence) as necessary.
 - Regularly check the status of contracts.
- 3) **Acquiring new corporate donors** (expected time allocation: around **10%**)
 - Develop and strengthen relationships with corporations that have no donation history, either individually or through mass measures
 - To achieve the above, work with other teams to send direct mail, hold events, etc.
 - Build and strengthen relationships with influencers who can influence corporate decision-making

- 4) **People/team management** (expected time allocation: around **10%**)
 - Coordinate with staff in charge of corporate donations and make arrangements within and outside of MSF
 - Daily supervision for officer level staffs and assistant
 - Motivate, support and coach team members
 - Contribute in maintaining healthy/cooperative working environment
 - Give input and provide proposal for team/group/function wide objectives
- 5) **Contribution for MSF Japan and the movement** (expected time allocation: around **10%**)
 - Lead and collaborate with other stakeholders to ensure the superior donor experience.
 - Ensure alignment among departments and teams to generate synergies, economy of scale/scope.
 - Provide meaningful input for MSF Japan review/plan sessions.
 - Proactively create networks with external organizations, communities and individuals in order to contribute to MSF Japan activities.

Qualifications and requirements

Essential

- 1) At least 5 years of experience in marketing/customer relationship management/sales management
- 2) High communication skills
- 3) Aspiration in humanitarian activities and social issues, empathy with the philosophy of MSF
- 4) Self-starter. Ability to achieve the goals with minimum guidelines
- 5) Skills to identify, analyse and solve complex problems
- 6) Fluent Japanese and business English for internal communication
- 7) Advanced level of Microsoft word, excel, and PowerPoint

Desirable

- 1) Fundraising experience in 'High Value' donation market
- 2) Experience of creating materials including direct mails, new letters, and advertisements
- 3) Use experience on CRM digital tool such as Salesforce
- 4) Experience in acquiring new customers

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.

Other Conditions

- Salary to be defined as per MSF Japan Salary Scale
- Social insurance coverage: Japanese government insurance (Health Insurance, Welfare Pension, Employment Insurance and Workers' Accident Insurance)
- Holiday: Saturday, Sunday, Japanese national holidays, and any other days specified by MSF Japan

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・できれば写真付) 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	October 26, 2025
Note	Only short-listed applicants will be contacted. We will close the position as soon as we find the best candidate.