JOB DESCRIPTION	
Department: Fundraising	
Position: **Relationship Development Officer (Corporate)** **リレーション構築チーム・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: B	

Purpose of the position

Relationship Development 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 and broader outreach approach in order to maintain and increase donation income for Médecins Sans Frontières (MSF).

Objectives

Relationship Development 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)
The role may require occasional work on weekends or public holidays, as well as overnight business travel several times a year.

Main Responsibilities

1) **Inbound response** (expected time allocation: around **60%**)
   - 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.

2) **Maintaining and strengthening relationships with existing corporate donors** (expected time allocation: around **30%**)
   - 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

3) **Acquiring new corporate donors** (expected time allocation: around **10%**)
   - Develop and strengthen relationships with corporates 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 decision-making

Qualifications and requirements

Essential

1) At least 3years of experience in sales / customer relationship
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) Experience of creating materials including direct mails, new letters, and advertisements
2) Use experience on CRM digital tool such as Salesforce
3) 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	**November 15, 2026**
Note	Only short-listed applicants will be contacted. We will close the position as soon as we find the best candidate.