



**Switzerland for UNHCR**  
**hires a**  
**Donor care and Systems Officer**

**Contract Type:** Permanent and full-time position

**Place of work:** Geneva

**Salary range:** 81 000 CHF to 90 000 CHF per year. Compensation commensurate with experience.

**Starting date:** September 2020

**About Switzerland for UNHCR, the Swiss Foundation for UNHCR**

UNHCR, the United Nations Refugee Agency, is a global organization dedicated to saving lives, protecting the rights of refugees and building a better future for the millions of people forced to flee their homes.

Since 1950, UNHCR has responded to multiple crises on different continents and has provided vital assistance to refugees, asylum-seekers, internally displaced and stateless people, many of whom have nowhere else to turn. Its work was aimed at ensuring their rights, protection and assistance, preserving their dignity and well-being.

UNHCR has set up a foundation under Swiss law, headquartered in Geneva, which shall:

- Raise funds from individuals, from the private sector as well as from the cantons and communes in Switzerland and Liechtenstein in support to UNHCR's protection and assistance programmes worldwide
- Raise awareness within civil society in Switzerland and Liechtenstein about the situation and needs of refugees and those forced to flee
- Engage in advocacy and activities for refugees and persons of concern for UNHCR, through media and social media campaigns, public speaking and the commissioning of research in order to facilitate civic engagement and fundraising.

**For the development of its fundraising activities, the Foundation is currently looking for its Donor care and Systems Officer.**

**ROLE**

This position reports to IG Manager.

In the newly constituted team and under the responsibility of the IG Manager, The Donor Care and Systems Officer will play a key role for the fundraising team delivering high quality care and fulfilment service to supporters and donors, managing data, ensuring the accurate use and maintenance of CRM and related systems, providing reports and analysis to support data-driven decisions.

This role requires regular collaboration with other staff of the Foundation and more occasional collaboration with the teams of other UNHCR offices.

## MAIN RESPONSIBILITIES

### ***Donor relations and fulfillment***

- Respond to donor calls, letters & emails and manage the email inbox
- Generate and send out donor contribution receipts and statements
- Update donor records as required/needed
- Monitor donor/supporter comments and reactions (positive, negative comments, and complaints) and escalate to manager when needed
- Be informed of the activities of Switzerland for UNHCR Foundation, of UNHCR activities globally, and of their fundraising practices in order to be able to address and answer potential and existing donors' questions
- Create tailored and engaging thank-you and acknowledgement letters and email responses
- Provide support to recruit and retain Regular Donors, reduce drop-off and attrition

### ***Data and CRM management***

- Define consistent coding for donor sources, FR campaigns for accurate data processing in the CRM
- In a timely manner, process all offline and online donations, and other fundraising related forms, including banking ones
- In collaboration with finance, ensure the administrative follow-up of legacies and bequests
- Review and approve segmentation for Direct Marketing activities (Direct mails, emails, telemarketing ...) and proceed to data extractions
- Accurately maintain manual and electronic records and data integrity, complying with Data Protection Regulations and proceed to regular clean-up of CRM records
- Oversee the CRM system maintenance and utilization, ensuring that it is operating effectively and meeting the needs of the organization
- Recommend improvement or development of CRM functionalities and procedures and of systems integration, and test new developments to improve productivity and efficiency
- Build the fundraising team capacity to have an accurate and consistent use of the CRM, providing procedures, advice, training, and technical support
- With the support of the IG Manager, manage CRM annual budget, reforecasting and negotiating licensing costs, development costs and training costs

### ***Reporting and analysis***

- Complete month end reconciliations between fundraising and finance of all contributions and pledges including follow-up on earmarked giving
- In coordination with finance, provide information for audit purposes
- Generate monthly reports for the IG Manager
- Generate ad-hoc reports whenever needed

## PROFILE

The ideal candidate is a passionate, professional, results-oriented individual capable of developing Donor Care and Systems for an organization with great expansion potential.

- Bachelor's Degree in Business
- Significant (5+ years) experience working with CRM's
- Advanced proficiency in database management, computer systems, software solutions (Salesforce) and Microsoft Office (particularly Word and Excel)
- Strong analytical skills having the ability to analyze data to guide decision making
- High level of judgement and integrity handling sensitive and confidential information
- Knowledge and practical understanding of fundraising
- Proactivity, with excellent organizational skills and ability to work autonomously
- High attention to details and process oriented

Switzerland for



- Excellent written and oral communication skills
- Demonstrated ability to work as a team player, with strong people skills, in a fast paced and multicultural environment
- Ability to work flexible and extended hours during seasonal or emergency peak times.
- Knowledge of and interest in the work and mission of UNHCR
- Proficiency in spoken and written French, Swiss-German and English is required.

Interested candidates can send their cover letter and CV to the Swiss Foundation by email to [swi4unhcr@gmail.com](mailto:swi4unhcr@gmail.com), mentioning the reference: IG-CSDS1, until 20 May 2020.

Only selected candidates will be contacted. The Foundation is an equal opportunity employer and proud to make diversity a strength.