



## SOUTHEAST ASIA

### RECRUITMENT PACK AND JOB DESCRIPTION

Greenpeace, one of the world's most respected and dynamic organizations, is an international non-profit global campaigning organization that acts to ensure the ability of our Earth to nurture life in all its diversity. At the heart of Greenpeace's campaigns is the tradition of non-violent direct actions against environmental abuses and destruction.

**Greenpeace exists because this fragile earth deserves a voice. It needs solutions. It needs change. It needs action.**

Greenpeace, an international environmental non-government organization, is comprised of 27 independent national and regional offices across the world covering operations in more than 55 countries. To maintain our independence, Greenpeace does not accept donations from governments or corporations but relies on contributions from individual supporters and foundation grants.

For over 40 years, Greenpeace has been successful in our campaigns to reverse environmental degradation by bearing witness to environmental destruction and exposing and confronting environmental abuses. Greenpeace campaigns have been vital in informing government policies on the environment and effecting changes in business practices, which lead to various environmental problems.

#### **Greenpeace in Southeast Asia**

Greenpeace opened the first office in Southeast Asia in 2000. Since then we have led successful campaigns throughout the region, securing fresher air, cleaner water and a healthier environment through changing industry practices and government policies. Greenpeace actively campaigns across the region on pressing environmental issues concerning our climate, forests, oceans, food, plastic, liveable cities, as well as social justice.

Greenpeace has four offices in Southeast Asia (GPSEA)—in Indonesia, Malaysia, the Philippines, and Thailand, with each office is composed of Programme Department (Campaigns, Communications, Public Engagement & Actions), Fundraising, and Operations Support (Human Resources, Finance & Administration, Information Technology, Security). Currently, Greenpeace Southeast Asia employs nearly 200 staff across the region, excluding the Direct Dialogue Fundraisers.

## **THE POST: Supporter Care Coordinator**

### **Position Summary**

Our vision as a fundraising team is to deliver an exciting journey for Greenpeace Donors by keeping them aware and engaged in our campaigns. We want to maximize income from individual donors by developing a sense of belonging and community, so each supporter feels like a member of our team. We want to communicate that their individual support is so important, and we aim to develop this with supporter experiences that are different, better and more rewarding than any other organization in the country.

The Supporter Care Coordinator is essential in delivering this vision. He/She is responsible for overseeing the professional, efficient, timely and accurate processing of supporter relationship administration, and ensuring that financial contributions are received timely each month. The successful candidate will lead the Supporter Care Team in handling inbound supporter queries in a passionate, inspiring manner delivering excellent supporter service with an emphasis on building supporter loyalty.

The Supporter Care Coordinator will be responsible for the line management and development of the Supporter Care Team, managing the day to day workloads and ensuring that tasks are prioritized and deadlines are met.

In order to maintain our independence, Greenpeace does not accept donations from governments and corporations. This means we are entirely funded by the generous donations of our individual supporters.

### **Duties and Responsibilities:**

#### **1. Budgeting and Strategic thinking**

- Assist the Fundraising Manager developing, planning and implementing strategy by taking lead for Supporter Care Budgeting for Operation Development Plan (Yearly ODP and 3 Year Plan).
- Create strategic plan in order to achieve ODP.

#### **2. Leadership and Staff Management**

- Be an inspiring and motivating leader for the Supporter Care Team
- Recruit, train and manage the staff required to fulfill Supporter Care Work
- Create the most effective and equitable flow of tasks within the Supporter Care Team by setting up and monitoring effective systems for day to day operation, Debit Process schedule, communication time frame and work prioritization with no errors.
- Ensure the Supporter Care Team enable using Salesforce Database as a donor service platform
- Ensure the Supporter Care Team contributes fully towards the objectives of the Supporter Care Team and that team members have received adequate inductions, training and coaching.
- Provide clear direction, ongoing support and development opportunities for the Supporter Care Team, ensuring they are engaged in and contribute to all areas of the organization.

- In conjunction with the Supporter Relationships Coordinator, develop and deliver annual objectives for Supporter Care staffs, reviewing performance quarterly and performing annual performance appraisal.
- Focus staff on achieving best possible practice in terms of supporter service. Provide ongoing training opportunities to encourage staffs to build on skills. Identify training needs within the Supporter Care Team and building an effective, happy working team.

### **3.Administration, Fulfillment and Data Processing**

- Maintain the quality of data processing by the Supporter Care Team to maximize data integrity whilst balancing with efficiency of processes.
- Work closely with partner banks to secure the fastest process for automatic debit facility and ensure that new supporters' bank forms are continually followed up with their maintaining branch.
- Receive the financial contributions of supporters through the automatic debit facility. To work with and improve current auto-debit processes in the database.
- Produce an accurate monthly report that will reconcile donations and bank statements, and in doing so, work closely with the finance department in monitoring banking processes to ensure accurate debits, reports and account coding.
- Work with the Regional Database Administrator and Analyst for all data processing in Salesforce Database.
- Document data, processes, and procedures which will be relevant to improving future processes.
- Effective and timely welcoming of new supporters as devised in conjunction with the Supporter Relationships Coordinator.
- Monitor Processing of one-off cash, credit card and cheque gifts, renewals, reactivations, cancellations, upgrades, changes of details and any other donation or supporter relationship administration task as required.

### **4. Supporter Cares**

- Lead the Supporter Care Team in providing a high level of customer service to develop and maintain excellent supporter relations, retaining or upgrading financial support where appropriate and making sure the supporter is kept informed and happy.
- Create and oversee a Supporter Save program incorporating effective training, goal setting, monitoring and rewards.
- Work closely with the fundraising team to ensure that the needs are being met and systems are in place to manage workloads. Responsible for the sign off of all response mechanisms.
- Work closely with the Supporter Relationships Coordinator to improve the supporter journey and yearly events making the most of opportunities to develop supporter loyalty and implementing tailored supporter communications.
- Handle all complaints and difficult calls with professionalism, sensitivity and efficiency whilst maintaining a positive Greenpeace experience for the caller.
- Providing timely responses for email inquiries, requests, and complaints.
- Champion the importance of Supporter Care work within the organization, keeping other staffs up to date with latest team practices and feedback from supporters

- Develop and update the inbound and outbound calls script for relevant call programs such as Welcome Call, Follow up Call, Donors Reactivation Calls and others.
- To keep donors data as highly confidential, must not reveal to the public.

### **Requirements:**

- Bachelor or Master Degree in Business Management/Administration, retail management or Financial Services or related field.
- At least 5 years working experiences in customer services lead (3 years in fundraising of Non-Profit Organization is an advantage).
- Experience in management team of 5-10 people.
- Strong client-facing and communication skills.
- Experience in telemarketing lead
- Excellent knowledge of management methods and techniques
- Working knowledge of customer service software, databases and tools
- Proficiency in English

## **THINGS YOU SHOULD KNOW BEFORE APPLYING TO THIS POST**

### **WORKING HOURS**

Normal hours of work for full time Employee will be forty (40) per week or (5) days in a week, at 8 hours per day excluding an hour lunch break. This will be from Monday to Friday, between the hours of 8:30 am to 5:30 pm. Ordinary hours of work may be varied as agreed between staff and the line managers.

### **LEAVE**

An employee will be entitled to the following leaves:

Annual Leave: 20 days

Sick Leave: 30 days

Parental Leave: As per labor laws and Greenpeace policy

Compassionate leave: maximum of 5 days for the death of significant others.

### **SALARY**

In determining salary offer for this position, Greenpeace applies its Salary Grading Process, taking into consideration the job description and applicant's previous experience, and the organization's salary grade.

## **INSURANCE**

Greenpeace provides health insurance and travel insurance to its employees.

## **LEARNING AND DEVELOPMENT**

Greenpeace is committed to providing its employees with learning and development opportunities to be able to perform its functions more effectively. Through its mentoring process and annual Performance Management System, staff's development objectives are identified and prioritized.

## **EQUAL EMPLOYMENT OPPORTUNITY**

Greenpeace Southeast Asia is an equal opportunity employer with a longstanding commitment to providing a work environment that respects the dignity and worth of each individual. We recognise and value the benefits and strengths that diversity brings to our employees and the whole organization and we thrive in an environment that encourages respect and trust. We do not discriminate in employment opportunities or practices on the basis of age, ancestry, citizenship, colour, disability, ethnicity, family or marital status, gender, gender identity or expression, national origin, political affiliation, race, religion, sexual orientation, veteran status, or any other legally protected characteristic. Selection will be in accordance with objective, job-related criteria and the appointment will be on the basis of the applicant's merits and abilities.

## **HR POLICIES AND PROCEDURE**

Greenpeace management and staff are given guidance on the implications of the equal opportunities policy. Policies and procedures are reviewed to review and adapt current practices to promote equality of opportunity. Other organizational policies and procedures will be fully discussed to the successful applicant.

## **APPLICATION GUIDELINES**

Interested candidates are invited to (1) write Letter of Introduction, explaining why you are qualified for the position and why you want to work for Greenpeace, (2) fill out the attached Application form and email to [jobs.th@greenpeace.org](mailto:jobs.th@greenpeace.org)

**Deadline for Applications: 30 April 2023**

As we receive a large number of applicants for our advertised vacancies, we are unable to respond to those applicants who have not been shortlisted and we apologize for this in advance. If you do not hear from us within two weeks of the closing date, please assume that you have not been shortlisted.

## **GUIDANCE IN COMPLETING YOUR APPLICATION FORM**

1. Read the recruitment pack carefully before completing your application form. The recruitment pack contains information about Greenpeace, about the job you are applying for, and brief information on employment conditions.

2. Write Letter of Introduction, explaining why you are qualified for the position and why you want to work for Greenpeace and complete all items in the application form. Remember that this will be our basis for shortlisting candidates. Curriculum Vitae (CVs) will not be accepted.
3. Make sure you email the form to the correct email address ([jobs.ph@greenpeace.org](mailto:jobs.ph@greenpeace.org)), addressed to the HR Department, and ensure that your application form arrives before the closing date. Application forms received after the closing date will not be accepted.
4. If you have questions, kindly email [jobs.th@greenpeace.org](mailto:jobs.th@greenpeace.org)

Thank you and we look forward to receiving your application letter and completed application form.