



RECRUITMENT PACK

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 Senior Admin

(Permanent)

Job Summary:

The Senior Supporter Care Data & Admin responsible for ensuring accurate management of financial supporter and demographic information and ensuring that financial contributions are processed and received in a timely manner each month with no errors. The successful candidate will also ensure that financial supporters are properly/accurately, and in a timely manner, thanked for their contributions. The successful candidate will enjoy working with Salesforce Database, be detail oriented and be passionate about delivering excellent supporter care. Also retain our financial supporters by communication through engaging networks.

Key Duties

- Manage the data entry process and also verify for the correctness in Salesforce database parallel with donation form
- Process authorization documents and update in Salesforce database both once submit to Banks for authorization process and from Banks for authorization feedback.
- Arrange and Follow up Banks for responses on the authorization Feedback.
- Process/Review Waysact (Database System for Mobile Payment) donation before upload to Salesforce Database.
- Assess database performance by developing protocols to measure results and identify problem areas.
- Resolve data discrepancies and update the database
- Assist with administrative work for Supporter Care team
- Work closely with Supporter Care Team in handling incoming phone calls
- Run ad-hoc data queries upon request
- Manages stock / inventory of souvenirs
- Coordinate with the Finance team to generate reports necessary for budget reconciliation, data analysis, and approvals
- Liaise with the Digital & Communications Team in handling donor's queries in regards to donation on social media and other platforms.
- Collaborate with the Database team to resolve discrepancies on Salesforce or data analysis
- Execute monthly reports to ensure accuracy of data entry, calculate team's KPI and individual performance.
- Investigate irregularities in database records, while create and maintain reports with targets and numbers of the performance by the team and our outsource

Skills and Experiences Requirement:

- Bachelor's Degree in Business Administration or any field
- At least 3 years of experience with Salesforce Database
- Experienced in using Word and Excel spreadsheet
- Experienced in customer services will be an advantage
- Calm personality under pressure with a good service and team player mindset
- Preliminary - Elementary English communications skill would be advantage

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 6: 30 pm. Ordinary hours of work may be varied as agreed between staff and the line managers.

LEAVE

A permanent 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

Long Service Leave: 2 months paid leave after 5 years of continuous service

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 is committed to the principle of Equal Employment Opportunity for all employees, regardless of sex, marital status, nationality, religion, age, sexual orientation and any other characteristics unrelated to the performance of the job. Selection will be in accordance with objective, job related criteria and the appointment will be on the basis of 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 write Letter of Introduction, explaining why you are qualified for the position and why you want to work for Greenpeace, fill-up the attached Application form which you can download from and email to:

jobs.th@greenpeace.org

Deadline for Applications: 7 February, 2024

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. 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), 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

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