



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: Tele Fundraising Coordinator

(2 Years Fixed Term)

Tele Fundraising is a vital acquisition and retention tool in GPSEA that covers programs like Upgrade, Reactivation, Recapture, and Lead Conversion. The role's key responsibility is to maximize income from regular donors and strengthen our conversion program as one of the core acquisition channels in Thailand.

The Tele Fundraising Coordinator is responsible for the development and delivery of tele fundraising programs in Thailand, contributing to the overall fundraising income, donor retention and expenditure targets as outlined in the Organizational Development Plan (ODP). This position will work closely with the Supporter Relations Coordinator, Supporter Care Coordinator, Digital Fundraising Coordinator as well as external telemarketing agencies.

The position is a full-time position and based in Bangkok, Thailand.

Duties and Responsibilities:

- Create and execute telemarketing strategies for the initiation of new acquisitions and the retention of donors, aiming to meet annual budgets and Key Performance Indicators (KPIs).
- Offer comprehensive information on organizational campaigns and conduct regular training sessions, including impromptu sessions during periods of low call volume, to enhance the capabilities of telemarketing officers.
- Collaborate closely with the telemarketing team to implement a hybrid model and facilitate cross-channel cooperation in referral and appointment-making programs to optimize sales generation.
- Monitor employee performance, emphasizing adherence to work rules, policies, procedures, and behavioral competencies.
- Collaborate closely with the Supporter Care Coordinator and Supporter Relationship Coordinator to oversee initiatives such as upgrade, reactivation, and other donor development calling programs, aiming to optimize the long-term value of Greenpeace Thailand's supporters.
- Partner with the Acquisition Coordinator to create leads for the TM acquisition program.
- Participate in campaign team meetings to stay informed and updated on campaign details.
- Cultivate and sustain connections with external partners to guarantee the availability of adequate and high-quality data for callers, facilitating their conversion into donors.
- Manage, develop, and monitor Greenpeace's associations with current suppliers, ensuring they deliver quality services and value for the organization's resources.
- Work in coordination with the Finance team to reconcile invoices.
- Provide the Fundraising Manager (FRM) with regular reports, updates and relevant feedback to help the FRM in developing a more effective Telemarketing strategy.

Requirements:

- At least 3 years of relevant experience in Telemarketing (or managing a telemarketing team)
- Proficiency in using CRM (e.g. Salesforce), computer system and Microsoft Office specifically Excel
- Excellent analytical skills and data analysis skills
- Experience with operations, process and procedure development
- Strong process optimization and workflow management skills

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

Deadline for Applications: February 21, 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. 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), 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.