**Job Description for**

**Donor Care Officer**

**within the ISPCC Childline**

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| **Reporting to** | **Senior Donor Development Manager**  |

**Type:** Permanent, Full Time

**Location:** ISPCC, 29 Lower Baggot Street, Dublin 2. *(Split between home and office while social distancing measures remain in place.)*

**Core Purpose of the Role**

The board of the ISPCC Childline has recently approved a new, innovative strategy that seeks to ensure that every child in Ireland can access our support where and when they need it. The ethos of our support is based on building resilience delivered along the Childline platform of branding. This is a significant ambitious programme underpinned by digital transformation and fundraising growth that will future proof our charity by ensuring we remain relevant to our key audience which are the 1.2m children and young people under the age of 18.

Critical to the achievement of this vision our Fundraising team and a new role of Donor Care Officer. Assisting in execution of organisation’s donor retention strategic plan by enhancing the loyalty as part of supporter journey programs. The role involves key administrative and fundamental donor care support with the goal of understanding the donors better by providing the best loyalty experience in for maintaining and continuing the long-term relationship with the donor. This role will play a vital part within the fundraising team by taking the responsibility of key donor communications including thank you, queries and feedback.

The following Job Description is not intended to be a comprehensive list of all duties involved and consequently, the role may be required to perform other duties as appropriate to the post which may be assigned from time to time.

Key Responsibilities

* Provide an efficient and friendly service to ISPCC donors answering questions for all incoming calls, queries and handling potential complaints, escalating as appropriate when outside level of knowledge or expertise.
* Contact existing donors or prospects by telephone as part of fundraising campaigns to improve the retention rate of donors.
* Be the first point of contact to donors and maintain a professional and polite manner when interacting with donors to better target the needs and interests of specific individuals.
* Record all donations and all the related details the CRM along with the names, addresses and outcome of the calls in the platform provided.
* Strive toward individual and fundraising team targets by maintaining the relationship with all the acquired donors from all channels.
* To provide administration support on data entering in the Fundraising CRM by ensuring that all work is done in a timely and professional manner.
* Help maintaining the CRM to ensure accuracy with up to date donor communication and information.
* Contacting donors and processing Tax forms (CHY3 & CHY4) in enabling ISPCC tax effective gift claim from revenue in enabling the organisation to achieve the yearly financial target.
* Assisting Donor Care team in processing regular (direct debit) donors by proceeding with welcome calls and Thank you calls as part of single and regular giving supporter journey cycle.
* Recognizing the market trends and plan approaches to improve donor journeys.
* Leading on preparing welcome packs, and on issuing thank you letters and receipts to all the donations received regularly.
* Undertake specific tasks and projects as directed by the Senior Donor Development Manager

Personal Specifications

* Excellent communication with Donor care and Telemarketing skills
* Ability to meet deadlines and targets
* Proficient in MS Office applications
* Good interpersonal skills
* Good command of written and spoken English
* Results oriented

Experience:

**Desirable:**

* 1 year experience in fundraising or in tele-fundraising.
* Experience in Blackbaud Fundraising CRM would be an advantage.