

### Job Posting - Donor Services Officer

At Human Concern International, we are more than a great and open place to work in — our work is life-changing. Together, we try to move families from crisis to sustainability. More than 40 years ago the inspiration for HCI began with three volunteers' wish to change the lives of thousands of afghan refugees in Pakistan. Today, together with our volunteers, donors and staff, HCI has delivered more than \$250 millions in aid and transformed countless lives in more than 40 countries.

Currently, we are looking for a detail oriented person to take care of our data entry. You will have excellent attention to detail, and be willing to deal with a vast array of data. Skills in data organization, analysis and management are essential. Often you will be called upon to create reports and carry out analytics that will serve the needs of other departments, and HCI in general.

**Position Title:** Donor Services Officer

**Reporting To:** Manager, Donor Services & IT

**Location:** Remote - Work from Home

**Terms:** Full time – 37.5 hours per week

**Deadline to Apply:** On going until we find a suitable candidate

#### Key Duties and Responsibilities

- Perform daily donation data entry and data health (database cleanup and maintenance) tasks for online and offline revenue sources or streams
- Analyze, scrutinize, and reconcile donation data to ensure correctness and accuracy for data entry purposes
- Verify existing and new donors' information to maintain good data health within HCI's database and systems
- Communicate with donors as necessary utilizing HCI's central communication system to collect, update, and accurately record all changes to donor records (including mail-stop, mailing preferences and address changes etc.)
- Track, manage and perform all tasks and duties in line with HCI's standards, policies and established procedures
- Work collaboratively with HCI's departments, supervisor and /or management as directed to complete data entry, data health, and other revenue recording tasks
- Create reports and carry out data analytics as required
- Perform any other task as assigned

### Qualifications, Skills and Experience

- University education, preferably a degree in management, finance, or any related field
- Minimum 1 year experience working in a within a data analysis role, preferably with a non-profit organization
- Excellent interpersonal skills with a customer service orientation and the ability to interact with individuals from a variety of social backgrounds
- Excellent data organization and management skills
- Excellent prioritization and time-management skills
- Team player with the ability to work independently with little direction or supervision
- Experience with Raiser's Edge is an asset
- Strong and clear commitment to HCI's values
- Fluency in English and excellent written communication skills, fluency in French or Arabic an asset

### Our Offer

- Salary is competitive/commensurate with experience and other qualifications, with annual incentive potential
- Comprehensive benefits package that covers medical, vision, dental and wellness
- Company investment in Registered Retirement Savings Plan
- Sick Days, Paid Holidays, Family Days accrued annually
- Employee awards and recognition opportunities
- Company investment in your career growth and leadership development

Evening and weekend work will be expected at times.

If you are interested in this position, please email a cover letter and resume to [careers@humanconcern.org](mailto:careers@humanconcern.org) with the subject heading 'Donor Services Officer'.

All applications are appreciated; however, please note that only those candidates selected for an interview will be contacted.