

Donor Relations Associate

Location: New York

Permanent

Salary: \$50,000 – 60,000 per year

Closing date: Open until filled



Donor Relations Associate – The Role

As an experienced customer service professional with strong admin skills this role with a major international animal welfare organization is a great opportunity to play a part in creating a world where animal welfare matters, and animal cruelty has ended.

Join us and you will collaborate with colleagues internationally to support the cultivation, recruitment and stewardship of donors. This will involve managing incoming donor inquiries, creating touchpoints of appreciation for donors, and preparing and sending acknowledgement letters.. You will also ensure systems and records are regularly updated and maintained. You will get involved in special projects too.

Donor Relations Associate – Requirements

- High School Degree
- Graduate with 2 years' work experience
- Experience in a customer service/support role
- Excellent communication skills, written and verbal
- Good MSOffice and PC system skills
- Effective at building and maintaining relationships
- Organized and detail-oriented
- Knowledge of animal welfare issues
- Experience with Raiser's Edge a plus

How to Apply

If you want to be part of our dynamic organization and help us move the world to protect animals then please send us a copy of your resume, salary expectation and cover letter addressing your skills and experience relative to the role to recruitment@worldanimalprotection.org

Due to the large volume of applications that we receive, we will not be acknowledging receipt of your application. If you do not hear from us within 3 weeks of the closing date, please consider your application as unsuccessful.

World Animal Protection is an equal opportunity employer and committed to providing equal opportunities for everyone regardless of their background.

The successful candidate must have the right to work in the advertised location at the time of application or be in the process of securing right to work in the advertised location.

Who are we?

We are World Animal Protection.

For over 50 years we have moved the world to protect animals. We protect animals because we believe a sustainable future for the planet can only be achieved if both animals and people are part of the solution.

We stop the exploitation of wild animals for entertainment and profit. We protect pets and working animals in communities across the globe. We campaign for better farm animal welfare and fight against factory farming. We also help animals when disaster strikes.

Our vision is a world where animals live free from suffering. We are working to help people to see how important animals are to all of us.

We are determined to influence decision makers to put animals on the global agenda and inspire people to change animals' lives for the better. Today we're working on projects to end animal suffering by helping governments and communities to protect and care for their animals.

Why Work for us?

We move the world to protect animals globally but there are many other reasons to join our organisation. We are a truly global organisation with offices in Australia, Brazil, Canada, China, Costa Rica, Denmark, India, Kenya, the Netherlands, New Zealand, Sweden, Thailand, UK and the USA. We employ over 380 people globally covering campaigns, media, fundraising, operations, finance, administration and human resources.

Job Description

DONOR RELATIONS ASSOCIATE



We are World Animal Protection.

We end the needless suffering of animals.

We influence decision makers to put animals on the global agenda.

We help the world see how important animals are to all of us.

We inspire people to change animals' lives for the better.

We move the world to protect animals.

World Animal Protection is a truly global organisation, working in over 50 countries across the world, with offices in every continent. Our vision is a world where animal welfare matters and animal cruelty has ended. We protect animals because we believe a sustainable future for the planet can only be achieved if both animals and people are part of the solution.

Job Title: Donor Relations Associate

Location: New York

Reports to: Individual Giving Manager

Main Purpose of the role

The Donor Relations Specialist plays a critical role in the cultivation and stewardship of World Animal Protection's donors and works collaboratively with the US development team, fundraisers in other country offices, and the international fundraising team in London. The Donor Relations Specialist reports to the Senior Development Manager and will play a key role in a development department charged with raising over \$4M in annual revenue and with an ambitious plan for ongoing growth. He/she will be involved in our efforts to engage our donors and increase their support and will have a significant impact on World Animal Protection fundraising activities and help to build the future of a growing global organization.

Accountabilities

- The role holder will comply with the organisation's policies and procedures.

Duties and Responsibilities

Functional

- Manage all incoming donor and prospect email and telephone inquiries
- Work with Senior Development Manager in creating a robust corporate portfolio
- Support the Individual Giving Manager with cultivating, soliciting and stewarding donors.
- Prepare and send acknowledgement letters to donors requiring 'special attention'

- Support development team with individual and foundation research
- Assist in preparing for and managing donor stewardship events
- Support development team with planned giving strategy and tactics and keeping well-organized files of bequest documentation
- Assist with copy for E-appeals and direct mail.
- Support Database Manager in updating database with accurate donor information, including administration of monthly donors.
- Collaborate and work with US, other country offices and International office on special projects, as needed.
- Confirm employee gift receipts for participating corporate matching gift companies.

Organisational responsibilities

- Delivery of World Animal Protection's Global Strategy across the core themes of Mission, Movement & Transformation in a global, matrix environment
- Actively participate in building our brand and maintain the integrity of our brand to support our profile, lead generation, income and engagement.
- Actively participate and support the organisation to ensure that we manage our resources (financial, staff and IT) efficiently and effectively by improvement of systems, reporting and compliance.
- Contribute to a learning culture and create a positive working environment for staff.
- The role holder will from time to time be required to undertake any other duties that are within the scope of this role.
- Take responsibility for their own health, safety and welfare, comply with H&S policy and procedures, and not act in any way that compromises the safety of themselves, colleagues or the public.

Skills and Experience

Essential

- Previous experience in customer service and/or support position
- Strong interpersonal communication skills and pleasant phone manner essential
- Proficiency with all Microsoft applications; database experience a plus
- Strong research and writing skills
- Able to work independently and as part of a team

Qualifications

- High School Degree required and minimum of 2 years of experience

Desirable

- Knowledge of animal welfare issues or experience of conservation or environmental issues.
- High level of awareness of global and regional social, economic, political and environmental issues relevant to animal welfare.
- Experience of matrix management in a medium/large sized organisation.
- Experience of working in an international NGO environment.

To apply, please email your cover letter and resume to recruitment@worldanimalprotection.org with "Donor Relations Specialist" in the subject line.