

Deadline to Submit: October 20th, 2018

UNITED WAY HUNGARY JOB POSTING

Do you want to make a difference in the lives of children and youth in Hungary? Do you care about their education, financial stability and health? United Way Hungary is a member of the international network of **United Way Worldwide, the world's largest privately supported not-for-profit organization, established more than 125 years ago.** Since its inception, 27 years ago, United Way Hungary has supported hundreds of civic organizations and mobilized thousands of volunteers and has helped a major role in the development of civil society. United Way Hungary's mission is to improve lives by mobilizing the caring power of communities to advance the common good.

Job Title: Donor Relations Coordinator

Report to: CEO of United Way Hungary

Work Schedule: Full-time. Core hours of Monday-Friday, 9:00 to 5:30 p.m. Must be able to work flexible schedule, when needed.

Overall Purpose: Supports the development and execution of comprehensive long-range strategic and annual business plans focused on revenue generation and donor engagement.

Key Accountabilities

Relationship Management and Communications

- Execute comprehensive customer relationship management efforts for corporations and individuals.
- Maintain contact with corporate accounts and provide up-to date information on their status to the resource development team of staff and volunteer leaders.
- Continually provide excellent customer service to donors and volunteer leaders which would result in increased revenue to the organization.
- Execute year-round engagement plans and key metrics for high priority segments of donors (Corporate Citizenship Members, Pro-Futura Philanthropic Society Members) with goals of helping donors achieve their philanthropic aspirations and building donor loyalty.
- Manage a segmented thank you process: draft and produce personalized thanks to high priority segments of donors.

- Identify opportunities and produce personalized donor stewardship communications to advance stronger engagement and affinity with United Way with high priority donor segments.
- Assist in the maintenance of United Way Hungary's public website (WordPress), marketing materials, social media channels, mailings and other communications.

Account Management

- Ensure that accurate, up-to date information is maintained in the Salesforce CRM for assigned portfolio.
- Manage donor data efficiently and accurately: such as inputting donor visit notes, updating contact information, producing ongoing donor and prospects research, recording donor communications.
- Manage and track all donations with the support of the Operations Manager.
- Execute reports from Salesforce CRM to provide support to Resource Development.
- Coordinate data gathering and analysis for goal setting and projections for Resource Development.

Program Coordination

- Support Resource Development in developing and implementing new and innovative fundraising products.
- Support the implementation of the Corporate Citizenship Program.
- Coordinate efforts to move donors up the 'giving ladder'.
- Help to further develop existing affinity group: Pro-Futura Philanthropic Circle.
- Support to set up new affinity groups such as Women United and Young Leaders.

Event Management

- Provide coordination and logistical support for fundraising events and special projects.
- Assist in organizing these events and keep contact with event suppliers.
- Manage communications related to these events.
- Track event status using the Salesforce CRM.

Other duties

- Other fundraising, donor engagement, and administrative duties as requested.

- Participate as a team member in Resource Development, Marketing and Communications and organizational activities.
- Actively participate in projects, special events, cross-functional teams or workgroups that supports the work of the entire organization.
- Internal Board and Committee meeting support.
- Prepare presentations and reports.
- Schedule meetings, manage calendars, and provide administrative support as needed.
- Support to organize team building events for staff members.

Competencies and Required Skills

- Account management
- Customer focus
- Project Management
- Excellent interpersonal skills with ability to provide high level of customer service externally and internally.
- Must be a self-starter and a team player with a positive outlook and ability to manage change, proficient in identifying solutions and opportunities.
- High proficiency in written and oral communications.
- Professional Hungarian and English language skills.
- Attention to detail, ability to work with numbers and accuracy.
- Mission focused
- Results oriented
- Relationship oriented
- Collaborator

Supervision:

The job holder will work closely with and under the CEO of United Way Hungary, will be expected to report to the CEO. The job holder will receive professional support from the Resource Development Committee of UWH.

We offer

- We support your professional development in an international environment.
- Challenging tasks and targets.
- You can extend your network from all sector.
- We change lives.

Working Conditions: The job holder will be based in the United Way Hungary's premiere office, located in Budapest, 1133 Váci út 80-84. building D, 2nd floor.

Education

- University/college degree, preferably in business or communication.
- One to three years relevant experience (fundraising, donor relations, key-account management)
- Experience in working in a multinational environment.
- Experience in working the NGO sector is an advantage.
- Volunteering experience preferred.

Technical Knowledge

- Proficiency in Microsoft Office environment.
- CRM donor database software experience is an advantage (SalesForce)

Send your CV and motivation letter to jobs@unitedway.hu. Please list 2 references with contact details. The motivation letter (max 2000 characters) should include why you would like to work for United Way Hungary and what makes you the perfect candidate for this job. If you wish you can send your motivation in a short video (max 2 minutes).

Expected start of the job November 1st (negotiable)

Long-listed candidates will be interviewed. Short-listed candidates will be required to take part in an assessment (half day).

More information about United Way Hungary: www.unitedway.hu
More information about United Way Worldwide: www.unitedway.org