



Data & Donor Services Coordinator Thailand

About Soi Dog Foundation:

Soi Dog Foundation is the largest animal welfare organisation in Asia dedicated to helping stray dogs and cats. Soi Dog Foundation sterilises, vaccinates, administers medical treatment, shelters, promotes the adoption of stray dogs and cats in Thailand, and runs education programmes on animal welfare. Soi Dog Foundation is also actively working to end the Asia dog meat trade.

Soi Dog's Mission Statement is: **"To improve the welfare of dogs and cats in Asia, resulting in better lives for both the animal and human communities, to create a society without homeless animals, and to ultimately end animal cruelty"**.

For more information, please visit: www.soidog.org

JOB DESCRIPTION

Job Title and Summary: The Data & Donor Services Coordinator Thailand reports to Director of Fundraising Thailand. Under the supervision of the Data & Donor Services Manager, the Data & Donor Services Coordinator Thailand is responsible for the processing of donations and input into the donor database (Raiser's Edge), donation reporting, acknowledgement of donors and responding to donor enquiries and disputes.

Key Responsibilities:

1. Donation Processing

- a. Perform three weekly downloads of donation data and import into database (Raiser's Edge)
- b. Import bank transfers into the database (Raiser's Edge)
- c. Send thank you/receipts to Thai donors
- d. Consolidate duplicate donor accounts in the database (Raiser's Edge)
- e. Ensure cancelled recurring gifts, refunds, changes in donation amounts etc. are reflected in Raiser's Edge

2. Donation Reporting

- a. Perform daily reporting for the Thai face to face program
- b. Perform weekly reporting for Thai advertising
- c. Perform monthly reporting for Thai fundraising

3. Donor Enquiries

- a. Respond to phone calls and emails from current and prospective Thai donors
- b. Assist Thai donors with cancellations/upgrades/downgrades/reactivations
- c. Provide refunds to Thai donors as required
- d. Provide support to prospective Thai donors
- e. Record communication with Thai donors in Raiser's Edge

4. Donor Disputes

- a. Regularly check Omise, Braintree and PayPal for Thai donor disputes and resolve

5. Other Duties

- a. Provide support to other users of the donor management system
- b. Provide support to the Sponsorship Coordinator in the management of Thai sponsor data and issue resolution
- c. Provide Fundraising or Management team with information on Thai donors if required
- d. Provide leave coverage for other functions in the data and donor services team, and participate in special projects as needed.

Department and Supervisor: This position reports to the Director of Fundraising Thailand

Skills and Qualifications:

1. Prior experience or aptitude in maintaining Customer Management systems
2. Intermediate MS Office Excel skills
3. Passion for and commitment to ensure data quality
4. Meticulous attention to detail
5. Problem solving skills
6. Fluency in the Thai language and a working knowledge of English

Location: Soi Dog Foundation, Bangkok, Thailand

Type of Employment: This position is full-time employment.

Benefits:

- Five-day work week 08:00-17:00 with two days off. (May be required to work weekend or flexible time depending on their duties as directed).
- 19 annual holidays (including 13 Thai National Holidays) rising to 25 days with year of service
- Annual Service bonus
- Social Security
- Provident Fund
- Uniform

HOW TO APPLY

Please send your CV together with a covering letter **in ENGLISH** detailing why you think you would be appropriate for this role, to hr@soidog.org

Short-listed candidates will be notified by email.