



Donor Retention Admin Officer

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 and cat 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"**. Its core values are compassion, honesty, integrity and transparency.

For more information, please visit www.soidog.org

JOB DESCRIPTION

Job Title and Summary: The Donor Retention Admin Officer reports to Director of Fundraising Thailand. Under the supervision of the Individual Giving Manager, The Donor Retention Admin Officer will focus on developing and implementing strategies to engage and retain donors. This role involves managing donor communications and creating personalized experiences that foster long-term relationships.

Key Responsibilities:

1. Donor Database Management

- a. Update the donor database with accurate information and records
- b. Track donor engagement and giving history retention opportunities

2. Communication and Engagement

- a. Assist in developing and implementing donor communication strategies, including newsletters, thank you letters and donor reports
- b. Coordinate donor stewardship activities, including recognition events and thank-you initiatives

3. Donor Support

- a. Serve as a point of contact for donor inquiries, providing exception customer service and support
- b. Address donor concerns and feedback in a timely and professional manner

4. Administrative Support

- a. Assist in the preparation of materials for meeting and events
- b. Perform general administrative tasks related to donor retention activities

5. Other Duties

- a. Provide support to any fundraising campaigns
- b. Collaborate with internal and external team to integrate donor feedback and insights into campaign

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

Skills and Qualifications:

1. Bachelor's degree in Business Administration or a related fields
2. Prior experience in donor relations, fundraising, or a similar role is a plus.
3. Intermediate MS Office Suite
4. Strong organization skills with attention to detail
5. Excellent written and verbal communication skills
6. Ability to work independently and as part of a team
7. Passion for and commitment to retain and support donors
8. Problem solving skills
9. 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 a week, 40 hours per week with two days off. Employee may start and finish work different times depending on their duties as directed by their manager.
- 19 annual holidays (including Thai National Holidays 13 days) rising to 25 days with year of service
- Annual Salary Adjustment
- Annual Service bonus
- Social Security
- Provident Fund
- Housing Loan with Government Housing Bank
- Uniform

HOW TO APPLY

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

Short-listed candidates will be notified by email.