

DONOR SUPPORT & ADMINISTRATION

Full-time / 40 hours per week / Cape Town, South Africa

FOUR PAWS is the global animal welfare organisation for animals under direct human influence, which reveals suffering, rescues animals in need and protects them. Find out more about our sustainable campaigns and projects on www.four-paws.org.za

Your contribution will be

- Timeously manage and respond to inbound telephonic and email donor queries
- Assisting Head of Fundraising with administration and data requests
- Assisting with internal quality assurance processes for external service providers
- In conjunction with the Database Officer and Donor Support and Administration, completing donor amendments upon request by donors
- Attending to Service Provider support queries
- Ensuring that Donor Support standard operating procedures are kept up-to-date
- Ensuring that FAQ's and scripted responses are continuously updated and stored appropriately
- Assisting the Fundraising Team with overflow and/ or projects relating to data entry, checks, research and maintenance.

Your profile ideally illustrates

- Several years of relevant experience and/ or educational background, with NGO experience is advantageous
- Excellent time management skills and attention to detail
- Excellent written and spoken English
- Proficiency in MS Office suite, including Excel
- Experience with CRM systems such as Salesforce
- Excellent interpersonal and organisational skills
- Great affinity to animal welfare and FOUR PAWS' vision and mission.

Our offer includes

- The opportunity to truly contribute to global animal welfare
- A multinational team with the spirit of being ONE FOUR PAWS
- A dynamic and pleasant working environment in a motivated team
- An attractive and technically advanced office
- Training measures and an eLearning onboarding platform
- A competitive salary with benefits.

We are dedicated to the principles of diversity, equality, and inclusion.

Suitable candidates are invited to email a motivation letter highlighting your suitability to the role, a CV in **Word** format and contact details of three work related referees to rudayba@maraisbutton.co.za

Closing date: Sunday 10th March 2024