

## Job Description

### Receptionist and Supporter Services Executive

UNICEF works in some of the world's toughest places, to reach the world's most disadvantaged children - to save their lives; to defend their rights; to help them fulfil their potential. Across 190 countries and territories, we work for every child, everywhere, every day, to build a better world for everyone. Entirely funded by voluntary donations, this vital work for children cannot happen without our supporters.

<b>Job Title</b>	Receptionist and Supporter Services Executive
<b>Reporting To:</b>	Director of Individual Giving
<b>Department</b>	Individual Giving
<b>Job Location</b>	UNICEF Ireland, 33 Lower Ormond Quay, Dublin 1, Ireland
<b>Hours</b>	37.5 hours per week (9.00am to 5.30pm)
<b>Location</b>	Office based
<b>Contract</b>	Permanent

#### Job Purpose:

This is an exciting opportunity for an enthusiastic and experienced receptionist who believes in UNICEF's work for children and understand the importance of delivering outstanding supporter/customer service. The post holder will play a key role in the organisation by providing ongoing support and assistance to UNICEF donors and assisting in administrative tasks to support fundraising campaigns and other initiatives.

#### Main Duties & Responsibilities:

- Greeting all guests to the office, screening a high volume of calls and emails all while assisting members of the team with admin tasks.
- Offering best level of care as the first point of contact for donors queries via phone, post, email, walk-ins and through UNICEF Ireland's social media channels.
- Working to respond to all donor queries within 24 hours where appropriate and ensure all donors are thanked within 48 hours of a donation being received.
- Dealing with any issues or donor queries in an efficient and timely manner and escalating to management where necessary.
- Tracking and monitoring complaints and providing ongoing feedback to relevant managers.
- Supporting the fundraising teams in administrative tasks such as preparing mailings, fulfilling shop orders, posting thank you letters etc.

- Supporting the daily cleaning, update and maintenance of the CRM by ensuring data is up to date and accurate.
- Liaising with colleagues, management and external stakeholders as required.
- Building and maintaining strong professional relationships.
- Perform general office and administrative duties, assisting in various donation processing activities when required.
- Other duties as required

## Relevant experience and skills

<b>Qualification</b>	A qualification or training related to the role would be considered an asset.
<b>Experience</b>	At least 2+ year experience in a similar role. Experience answering a high volume of calls and familiar with working in fast-paced environment while delivering outstanding supporter service. Administrative experience will be considered an advantage.
<b>Knowledge, Skills, and Abilities</b>	<ul style="list-style-type: none"> <li>• Fluent in spoken and written English.</li> <li>• Excellent verbal and written communication skills with a strong customer focus.</li> <li>• Excellent attention to detail and high levels of accuracy</li> <li>• Excellent organisational skills and a positive attitude to work.</li> <li>• Proficient in Microsoft Excel, comfortable using Microsoft Outlook and CRM and strong administrative skills.</li> <li>• Professional, clear, and friendly telephone manner</li> <li>• Flexible and adaptable to support business needs with a positive attitude</li> <li>• Strong team player with the ability to work independently.</li> <li>• Self-motivated person with demonstrated capacity to work under pressure to evolving deadlines.</li> <li>• Ability to multi-task and prioritise effectively.</li> <li>• Innovative thinker with well-developed problem-solving skills</li> <li>• Passionate about the work UNICEF does for children all around the world</li> </ul>

**To Apply:** Please send a cover letter and CV to [info@unicef.ie](mailto:info@unicef.ie) by Tuesday 7<sup>th</sup> December.

### Child Safeguarding Policy

UNICEF Ireland is committed to adhering to the highest standards of child protection and child safeguarding. UNICEF reserves the right not to employ staff or engage volunteers or other representatives who are deemed to pose or potentially pose a risk to the protection of children, to the full extent permitted by law. Additionally, all candidates must sign UNICEF Ireland's Child Protection Policy & Procedures before commencing employment, engaging as a volunteer, intern, consultant or representative of UNICEF Ireland.