

Orphan Support Assistant

Location: Southfield, Michigan, USA

Position: Fulltime

Department: Programs

The position is responsible for processing information through the organization's in-house database HHDIS, maintaining and updating accurate supporter records on HHDIS Database, supporting the implementation of processes agreed within the Supporter Care Unit and progressing with activities assigned by the Program Manager within agreed criteria but without further reference. This role is responsible for ensuring that data on HHDIS is accurate, updated, and accessible. The job holder also has responsibility for maintaining email, paper and electronic filing system relating to Orphans related work. Communicate effectively with supporters on orphans related work.

Responsibilities:

Administration

- Edit and authorize orphans' biodatas and progress reports according to Orphans Support Department Policy and Procedures.
- Fulfilment of biodatas and progress reports to the agreed format and set time.
- Administer new sponsorship via all income streams.
- Administer orphans' cancellations by supporters and field offices.
- Maintain email, paper and electronic filing systems relating to all orphans & child welfare work including current and archived information.
- Act as a first point of contact for all orphans/child welfare related issues, for both internal and external queries
- Ensure a professional service is delivered and high-quality standards are maintained at all times.
- Verify sponsorship payments are up to date and take appropriate action.
- Generate monthly regular giving and annual orphan's sponsorship payment notifications.
- Proactively maintain awareness and knowledge of campaigns and appeals.

Supporter Enquiries

- Ensure that supporter related enquiries are handled in a professional manner whilst maintaining high standards at all times.
- Entering the supporter details and particulars of the enquiries onto the issue center, responding to these enquiries verbally and/or by using standard or drafting tailored written responses, dispatching leaflets, information packs and acknowledgement letters.

- Handle all enquiries from supporters by telephone, letter and the internet and bring to conclusion.
- Ensure that all enquiries are handled within agreed standards.
- Entering the supporter details and particulars of the enquiries onto the database,
- Responding to these enquiries verbally and/or in writing

Database

- Ensure records on database are accurate and up to date. This involves inputting, amending, maintaining supporter details on the database including complex data handling and data cleaning
- Provide reports to other departments requesting information from the database

Communications

- Work closely with key stakeholders in the organization to ensure all Orphan Sponsorship related work is kept up-to-date and that service to supporters is coordinated and continuous.
- Communicate with Donor Care Department for donation issues
- Participate in meetings requested by Program Manager and to ensure that decisions from any meetings are followed up.
- Liaise with relevant external organizations as and when required.
- Proactively maintain awareness and knowledge of Campaigns and Appeals.
- Participate in Orphans Child Welfare meetings as and when required.

Administrative Support

- Review and update documentation of relevant procedures within own remit according to the requirements of OSP
- Ensure duties are in line with Data Protection Act, Child Protection Policy, and Helping Hand Policies
- Work flexibly according to the demands of the organization and carry out any other duties within the competence of the post holder, assigned by the OSP Manager
- Provide reception cover as and when required

Qualification and Requirements:

- Bachelor's Degree
- Good levels of computer skills with experience of working with databases and competent in Microsoft Office applications such as Word, Excel and Power Point.
- Experience of working in customer service environment
- Excellent verbal and written communication skills
- Good standard of numeracy

- Ability to work unsupervised and as part of a team
- Ability to work in a methodical manner with attention to detail
- Ability to plan, priorities and deliver on tight timescales and work under pressure
- Ability to input data accurately and efficiently
- Willingness to work longer hours, including weekends, during peak campaigns
- Strong empathy for the aims and work of HHUSA

Compensation: The salary will be discussed during the interview process.