

# Job Announcement: Donor Relations and Donations Coordinator

- **Background:**

Humanitarian Services for Children of Vietnam (HSCV) is a USA based grassroots organization that provides direct support at the household and community levels with 20 years of experience operating in Vietnam.

We strive for a Vietnam where children can learn and thrive without fear, hunger or exploitation... where the rights of women and children are protected, and their voices are heard... where families and communities across Vietnam have access to resources they need to chart safe, productive futures.

Our mission is to provide Vietnam's most vulnerable groups with the opportunities, tools and resources to build a better future.

The HSCV office is based in Hanoi. Our staff work in the surrounding provinces to empower children, equip families, and transform communities. Our objective is to bring immediate assistance to those with urgent needs, but also invest in children, families, and communities to combat the persistent cycle of poverty.

Find out more at <http://www.hscv.org>.

- **Reporting:**

- This position is to report directly to the Country Manager.

- **Primary Objective:**

The primary objective of this position is to effectively engage with HSCV's donor base and to ensure that donors' funds are used for their intended purpose.

- **Summary of basic requirements:**

- Strong written communication skills in Vietnamese and English
- Bachelor's degree in Communications, Non-profit or Business administration, or related fields
- Three-years of relevant experience required.
- Proficient Microsoft office skills
- Experience with Google Workspace, Wix and/or Salesforce highly appreciated but not required
- Experience working with non-profit and/or with foreigners preferred but not required

- **Traits of a successful candidate:**

- Strong problem-solving skills and is driven to make improvements to systems and processes
- Creative and willing to share ideas and opinions with the team
- Proven ability to work in a fast-paced team environment, including the ability to multitask
- Must be detail-oriented and able to work independently
- Must be able to communicate effectively and professionally with donors, volunteers, and co-workers
- Eager to learn new skills and willing to ask for support from others
- Interested in working directly with recipients in the field

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- **Key Objectives:**

- Uphold HSCV's Mission
- Maintain excellent communications with donors
- Ensure donations are directed to their intended program
- Ensure recipients receive support in a timely manner
- Ensure compliance and excellent financial practices

- **Position overview:**

The Donor Relations and Donations Coordinator, is responsible for providing high-level customer service and stewardship to our supporters, and supports the implementation of project activities. You will be responsible for responding to donor inquiries, as well as processing donations, and assist with cultivating mid-level donors. The Donor Relations and Donations Coordinator is critical for organizing and maintaining key elements of donor services and streamlining our donation processes.

- This position coordinates closely with staff overseeing several programs at HSCV, including the Family Assistance Program (FAP), where individualized direct support is provided to children and families. Support and Community Development Projects where support is provided at the community level.

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- **General Duties**

- Liaise with, build and maintain strong relationships with individual and organizational donors
- Communicate with donors in a timely manner
- Support the development of creative and new ways to engage and communicate with donors
- Support the creation of marketing materials for use in Social Media, website and newsletter
- Represent HSCV and liaise with local authorities, service providers, families and children, and relevant agencies
- Support and implement program activities
- Ensure organizational policies are always followed

- **Compensation and Benefits**

- Salary based on qualifications and previous experience
- Free lunch provided during working hours
- State Health and Social Insurance provided
- Motorbike insurance provided after one year of employment
- National Holidays off as well as 12 personal days in the first year, 20 personal days every year after

### How to apply:

Email your cover letter, curriculum vitae in English, and scan/photo of diplomas/certificates to Ms. Pham Anh Dao [Dao.pham@hscv.org](mailto:Dao.pham@hscv.org) by **May 13, 2022**. Interviews will begin immediately, and the position may be filled prior to the application deadline.

- **Expected start date:**

Immediately

Only short-listed candidates will be contacted. No phone calls.

