

## **Merchants Quay Ireland: Donor Care Administrator (Temporary)** **(<https://www.activelink.ie/node/110991>)**



### **Job Title: Donor Care Administrator** **(Fixed-term Contract – 3 months)**

**Department:** Fundraising & Communications

**Reports To:** Donor Care Manager

#### **Purpose of Job:**

To deliver donor care excellence to MQI supporters and efficient and conscientious administrative support for a busy Christmas period

#### **Main Duties and Responsibilities**

- Work to increase the lifetime value of MQI supporters by helping them understand our work and the importance of their continued support in changing lives.
- To act as the first point of contact for incoming fundraising enquiries and activities, meeting and greeting visitors and donors who come to our office and those who prefer to phone us.
- Provide fantastic service to MQI supporters on the phone, in person, online and in writing. To handle enquiries, requests, donations, and complaints from supporters in a prompt, efficient and thoughtful manner, within agreed timescales.
- To enter data onto our CRM database and maintain accurate records of donations, donors' personal information any other data relating to fundraising adhering to all internal and GDPR procedures.
- Manage the processing, thanking, and receipting for all donor income, within agreed timescales and in line with strict procedures.
- To undertake other administrative & manual activities for the fundraising departments as required – E.g., Welcome packs, purchase order system, direct mail returns, coupons management, donor telemarketing activity and stock room management
- To create and run a system of managing all fundraising printed stock, materials and stationery held by the fundraising team liaising with suppliers as necessary.
- Support other members of the Fundraising Team on communications and marketing campaigns, donor appeals and newsletters, and community fundraising initiatives as required – supporting developing content, imagery and data cleaning.
- To identify and manage other opportunities for donor care excellence and generating income for the fundraising and communications department.
- Flexibility in working hours is required. For donor events held occasionally during evenings or weekends a time-in-lieu policy is operated.

#### **The ideal candidate will have:**

- One year's experience in a public-facing and/or administrative role.
- Excellent 'customer service' skills on the telephone, in writing and person
- Experience in CRM database management.
- Excellent planning and organisational skills with a proven ability to multi-task and prioritise time and resources.

- Ability to work under pressure and maintain meticulous attention to detail and accuracy.
- Excellent numeracy.
- Excellent and engaging written and oral communication skills.
- Excellent interpersonal skills with an ability to build relationships with supporters and colleagues.
- Proficiency in all MS Office Skills, especially Excel and Word.
- Proven ability to work independently within a team environment.
- Fluency in written and spoken English.
- Certificate in Fundraising is desirable.
- Education to Degree level or equivalent is desirable.
- Collaborative, enthusiastic and positive attitude; flexible and adaptable

**Salary:** €28,460 - €30,080 Based on experience

**Contract:** Fixed Term Contract October 2024- December 2024

**Hours:** 39 hours per week

**Location:** On Site Fundraising & Communications Dept, Head office, Merchants Quay.

**If you are interested in this exciting role, please click the link below to apply:**  
**[/merchants-quay-ireland/jobs/30225/donor-care-administrator-temporary-dublin](https://login.hirelocker.com/merchants-quay-ireland/jobs/30225/donor-care-administrator-temporary-dublin)**  
**(<https://login.hirelocker.com/merchants-quay-ireland/jobs/30225/donor-care-administrator-temporary-dublin>)**

### **Some benefits include:**

- Sick Pay Scheme
- Minimum 23 days Annual Leave
- Defined Contribution Pension Scheme (after 6 months)
- Death In Service (from the commencement of employment)
- Learning and Development Programme
- Group VHI Scheme
- Paid Family Leave (Maternity, Paternity, Parental, Adoptive, Force Majeure and Compassionate Leave)
- Educational Assistance (Study and Examination Leave, Scholarship Foundation)
- Employee Assistance Programme (EAP)

Management reserves the right to amend or change this job description as required.

This Position is subject to Garda Clearance

Merchants Quay Ireland is an equal opportunities employer

### **Region**

Dublin 8

### **Date Entered/Updated**

19th Sep, 2024

### **Expiry Date**

3rd Oct, 2024

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**Source URL:** <https://www.activelink.ie/vacancies/community/110991-merchants-quay-ireland-donor-care-administrator-temporary>