



Job description

**Engagement & Supporter
Care Associate**



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Place of work:	233 Broadway, Rm 2705 New York, NY 10279
Contract type:	Regular, full-time, exempt
Reports to:	Individual Giving
Manages:	Intern(s), as needed

Introduction

WaterAid's Vision is of a world where everyone has access to safe water and sanitation. Our mission is to transform lives by improving access to safe water, hygiene and sanitation in the world's poorest communities, WaterAid works with partners to maximize its impacts for policy change/influence.

WaterAid works through supporting local organizations and government authorities to design low cost sustainable projects using appropriate and affordable technologies that can be managed by the community itself. WaterAid also seeks to influence the policy change through government and other key international organizations to secure and protect the right of poor people to safe, affordable water and sanitation services.

Job purpose

As part of the Marketing and Engagement Team, the Associate delivers a high-quality supporter journey from first contact to committed donor to help the team achieve its goal of raising awareness and funds in support of WaterAid's global mission.

The Associate also serves as WaterAid's first point of contact for everything from mission-related questions to trouble-shooting the donation process. The role also draws on supporter feedback to help develop print and digital materials for supporters and general audiences.

Accountabilities

- Maintain accurate and complete records of all donor interactions in Raiser's Edge;
- Develop and maintain Supporter Care Procedures (Phones 101, Donation Processing, Managing Donor Details/Giving), identify opportunities to streamline and enhance processes and procedures that will improve donor stewardship;

- Manage the donor acknowledgement process for the Individual Giving portfolio, complete donor thank-you and welcome calls and re-activate lapsed donors;
- Complete matching gift requests and reconcile information from online portals with Raiser’s Edge;
- Serve as WaterAid’s first point of contact for general inquiries (phone, mail, email) from prospective donors and Individual Giving donors and liaise with relevant colleagues based on giving level;
- Support fundraisers’ meetings, report on donations received, develop meeting agendas, take and distribute notes for follow-up actions;
- Support the creation and execution of supporter journeys in print and digital media;
- Support donor mailings throughout the year, coordinate data, deadlines, content/ copy and distribution.
- Complete special projects, as assigned.

Person specification

Attributes	Essential
<p>Education / Qualifications</p>	<ul style="list-style-type: none"> • Bachelor’s degree or equivalent work experience, preferably in a non-profit; • Commitment to delivering outstanding customer service; • Must thrive on engaging with individuals of all backgrounds; • Exceptionally organized and possess superior communication skills, exceptional and professional manner, comfortable working with diverse populations. • Proficient in Microsoft Office programs, internet research tools, and general office software and productivity tools.
<p>Desirable</p>	
<ul style="list-style-type: none"> • Experience with constituent management systems/ donor database software; (Raiser’s Edge and/or Luminate experience a plus); • French and/or Spanish language proficiency. 	