Vacancy: Independent Contractor (UNOPS ICA-Local www.unops.org)	
Title:	Fundraising Database Assistant
Duty station:	Mexico City, Mexico
Deadline to apply:	**25 June 2017**

General Background

The United Nations High Commissioner for Refugees Refugee (UNHCR) is the world's leading organization in helping and protecting the millions of people forced to flee their homes because of violence, conflict and persecution.

UNHCR Mexico office is part of a global network that works in 126 countries, protecting over 60 million people. We were founded in 1950 as part of the United Nations effort to help people displaced by World War II. Since then we have been on the ground helping over 50 million people forced to leave their homes, and have even received two Nobel Prizes for our work.

We are passionate about the Organizations mandate. We thrive on excellence, integrity and respect for diversity. Our culture is dynamic, results-oriented and focused on change, ready to tackle the latest global humanitarian crisis. You will be part of a newly growing team that—due to a significant revitalization process—is set for transformational growth. We need someone who is not only ready to jump in at the start of this journey, but has the skills, energy and creativity to help shape what comes next.

UNHCR Mexico is currently expanding its fundraising operations for both individual and leadership giving through various different channels, including Face-to-Face and Digital outreach.

Purpose and Scope of Assignment

Reporting directly to the Associate PSP Officer (Mexico), the Fundraising Database (FDB) Assistant will provide regular maintenance and support of the existing spreadsheet based system, manage donor payments, maintain data integrity, provide support for a database upgrade project and support donor services. In detail, the FDB Assistant will:

Undertake regular data maintenance tasks

- The FDB Assistant will have primarily responsibility on performing regular data administration, tasks include: updating the master spreadsheet with new donor details and undertaking updates as required. Hard-copy sign-up forms, obtained through Face-to-Face fundraising, will also need to be filed in a PCI compliant manner**.**

Process first donations

- The FDB Assistant will review completed donor forms as provided by the F2F Agency and will notify the F2F Assistant of any issues found. The FDB Assistant, will also check all incomplete donor forms, segmenting them for follow up by the telemarketing team within the F2F Agency.
- In the case of first-time donors, the FDB Assistant will be responsible for processing the first regular payment made via credit or debit card, through a TBV machine.
- Collection of regular donations

- The FDB Assistant will be responsible for sending out periodic collection layouts to the banks, updating bank response files on the master spreadsheet and scheduling the next collection period.

Communicate with donors

- The FDB Assistant will work closely with the F2F Assistant in order to supervise donor care strategies (Welcome Pack delivery, follow-up on incomplete donation forms, etc.) undertaken by the F2F Agency.
- The FDB Assistant will provide to the F2F Assistant all relevant data and donor profiles necessary to execute special appeals, upgrades and directed campaigns with existing donors.

Documentation

- The FDB Assistant will, as necessary, document policies and procedures and prepare training materials relevant to the database systems.
- Create reports
- The FDB Assistance will create new and/or amend existing reports and dashboards required for analysis and segmentation purposes.
- The FDB Assistant will periodically, and as necessary, create KPI´s reports on (IG) programs for the Senior PSP Officer (Americas) and the Representative in Mexico.
- The FDB Assistant will work with the PSP team to complete the monthly Earmarking Table.
- Provide support to local users
- The FDB Assistant will act as a first line of support for database users in the UNHCR Mexico Office, maintaining a support log and resolutions database to provide solutions to users experiencing any difficulties with the system or requesting assistance and if necessary escalating issues up to the rest of the team and/or to HQ support.

Work with HQ during execution of database upgrade project

- A project to upgrade the current system to a more stable, robust platform is being planned. The FDB Assistant will provide support and input during the requirements gathering, system design, development and rollout phases of the project, as well as providing support and training to local users on an operational basis.

Other administrative tasks

- The FDB Assistant will perform the income/bank reconciliation with support from Admin Associate.
- The FDB Assistant will follow-up on all bank notifications and requests related to individual donors.
- With support of Admin Associate, the FDB Assistant will gather necessary information from UNHCR vendor banks to provide response to common issues related with collection products and other issues.
- The FDB Assistant will ensure that all completed donors forms, containing confidential information are secure and backed-up.
- Complete other tasks as needed.

Monitoring and Progress Controls

1) Undertake data maintenance and payment processing, with coverage arranged as needed
2) Provide training and documentation
3) Create and maintain, as necessary, Reports and Dashboards
4) Provide support to upgrade project

Qualifications and Competencies:

a. Education

- Completion of Secondary Education with certification/training in database management, information system management, computer science or other related discipline.

- Graduate or Diploma in computer science. A University degree is preferred;

b. Work Experience

- Minimum 3-4 years of experience in database management, in a donor/client based environment
- Previous experience on data entry with the UN or NGOs in Mexico is an asset.

c. Key Competencies

- Bilingual in both English and Spanish (written and oral)
- Experience with MS Excel is required.
- CRM platform/ systems experience a highly desirable asset (preferably Salesforce)
- Knowledge on fundraising programs desirable
- Ability to work independently and as part of a team
- Strong organizational skills and ability to prioritize tasks.
- Ability to work confidently under pressure to deadlines.
- Maintains a positive attitude – is outgoing and cheerful with donor interactions.
- Ability to work with confidential information with discretion.
- Drive for Results
- Leaning and Researching
- Planning and Organizing

d. Skills

- Good computer skills (Microsoft Office applications and in particular Microsoft Excel, Access and Managing database)
- Good communication skills and ability to liaise with partners for simple information
- Good organization skills and particular attention to details
- Ability to speak read and write in English
- Previous experience of developing database in both Spanish and English language would be an asset.

How to Apply: Email your application in English to mexmevac@unhcr.org with subject VACANT*: Family Name/PSP Fundraising Database Assistant (UNOPS-ICA-LOCAL)* along with United Nations Personal History (P11) Form (available at [http://www.unhcr.org/recruit/p11new.doc),](http://www.unhcr.org/recruit/p11new.doc) full curriculum vitae and one page motivation letter.

Note: Only pre-selected candidates will be contacted.