
Internship (Donor Service Team)

Main Responsibilities:

- Call centre assistance including inbound and outbound calls with donors and other customer services enquiries
- Assist in general office administration duties including daily mailing, document scanning and filing, cash and check deposit.
- Other ad hoc duties as assigned by the supervisor

Position Requirement:

- Good command of written and spoken Chinese and English, fair in Mandarin
- Able to process English and Chinese typing
- Basic Knowledge of Microsoft applications
- Lots of initiatives and with a can-do and adaptable attitude
- Committed to resolving contemporary child rights issue, aiming to help children to attain the right of survival, protection and development
- Experience in call centre or fundraising activities is a plus

Internship (Events & Celebrities Team)

Main Responsibilities:

- To assist in developing, managing and working with corporate sponsors for various events
- To assist in coordination of events logistic including supplier liaison, attendees, internal planning, onsite setting, F&B and on the day delivery of the events etc.
- To assist in developing content, proof-reading and editing marketing collateral
- To assist in ad-hoc project as assigned by manager

Position Requirement:

- Good command of written and spoken Chinese and English, fair in Mandarin
- Able to process English and Chinese typing
- Basic Knowledge of Microsoft applications
- Knowledge in photo or video editing is highly preferred
- Lots of initiatives and with a can-do and adaptable attitude
- Committed to resolving contemporary child rights issue, aiming to help children to attain the right of survival, protection and development
- Experience in events or fundraising activities is a plus

Donor Service Assistant / Officer

Main Responsibilities:

- Handle and build relationships with donors through emails, phone calls and events
- Handle and maintain hotline and emails inquiries from donors
- Handle all types of donation processing including cash, cheque and credit card transactions
- Contact donors and resolve unsuccessful donation transactions
- Conduct warm welcome call to new donors
- Build relationships with individual donors in any donor engagement activities
- Assist any administrative or reporting support when required
- Provide any ad hoc support as requested by line manager

Position Requirement:

- Candidate with customer service working experience is preferred.
- 1-2 years relevant working experience. Candidate with more relevant experience will be considered for the position of Officer.
- Proficiency in English & Chinese word processing.
- Good knowledge of computer application such as MS Office
- Customer service oriented with good telephone manner
- Good team player and dedicated and passionate to work in NGO
- Good spoken and written English and Chinese