

ROLE PURPOSE

Role Title: Donor Relations Officer

Division: Public Affairs

Location: Hong Kong

Date: Feb 2026

Employment type: Full time, Permanent

Reports to: Deputy Head of Hong Kong and Macau

Number of direct reports: 0

Leadership Band: Leads Self

Purpose of the role:

The **Donor Relations Officer** is accountable for delivering exceptional donor care, ensuring accurate data processing, providing administrative support, and conducting telemarketing activities to engage, reactivate, and upgrade donors.

The **Donor Relations Officer** will own the outcomes of:

1. Ensure the accurate and efficient processing of donations and related data entry tasks, including sorting, coding, importing, banking and receipting.
2. Manage incoming calls, emails, and written enquiries from donors and supporters, providing timely, friendly, and professional assistance to ensure a high level of donor satisfaction.
3. Conduct outbound calls to re-engage lapsed donors, promote donor upgrades, and strengthen relationships with existing supporters through personalised communications.
4. Maintain and update donor databases with accuracy and integrity, ensuring information is current and complete. Support the ongoing functionality and efficiency of the donor relationship management system.
5. Assist in reconciling donation income to ensure all funds are correctly recorded and allocated.
6. Contribute to improving systems, processes, and technologies aimed at enhancing efficiency, accuracy, and the overall donor experience.
7. Perform general office and administrative duties as directed by your manager.

Our Capabilities:

As a member of The Foundation Family you will:



1. Live by the values of The Foundation and support The Foundation's culture, performance and brand.
2. Adhere to all The Foundation's policies and procedures.
3. Strengthen the health, safety and well-being of all/look out for the well-being.
4. Lead, collaborate and contribute in all interactions.

Essential Experience:

- Minimum of 2 years' experience in customer service, donor relations, or administrative support role
- Proven track record in delivering high-quality customer service through phone, email, and written communication.
- Demonstrated experience in working with and maintaining customer or donor databases with attention to accuracy and confidentiality.

Skills:

- Excellent Excel skills with experience working with spreadsheets
- Exemplary customer service skills
- Comfortable with outbound calling and goal-driven campaigns
- Strong attention to detail and accuracy in data handling.
- Excellent verbal and written communication skills
- Strong time management skills and ability to meet deadlines
- Excellent proficiency in oral and written Chinese (Cantonese and Mandarin) and English
- Proficient in MS O365 and Chinese Word Processing

Desirable Experience:

- Experience in nonprofit sector, preferably in fundraising.
- Proficiency in Microsoft Office and CRM/database systems
- Experience in telemarketing or outbound calling to engage or retain donors will be highly regarded

Qualifications:

Bachelor's degree

The position involves:

This position is recognised as having "Contact with Children" either direct or indirect
This position does not involve "Working with Children" either direct or indirect.

Travel:

Not required.

Additional Responsibility:

Ensure that the work for which they are responsible is carried out in ways, which safeguard the health and safety of workers.

This role purpose defines the broad accountabilities of the positions,

To work in The Foundation, you will:

which may change based on organisational need. Please refer to the divisional, team and individual work plans for more specific details

- Be eligible to work in Hong Kong and other regions where you will be based
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions that are identified as working with children