

POSITION DESCRIPTION**TITLE****Operations Manager – CCF Foundation** มูลนิธิซี.ซี.เอฟ.เพื่อเด็กและเยาวชน**Location: Bangkok****PURPOSE & REPORTING STRUCTURE**

The Operations Manager is responsible for implementing and managing all retention aspects of business operations relating to all types of CCF supporters. that support the sponsorship activities of CCF FT in addition to running of the CCF FT organization. Business activities will primarily be based around the administrative and logistical support necessary in running the timely and efficient processing of contributions made by supporters, handling supporters' database, and correspondence.

The core activities of this role will include:

- Overseeing the software applications (BRIDGE, CRM) and the telephone/ email/ social media operating systems.
- Overseeing all processes and procedures such as those related to fulfilling child sponsorship information requests, child bank creation and maintenance.
- Overseeing all donation processing including data entry, data management and analysis, liaising with banks, receipting/ acknowledgement.
- Work across departments (Marketing, Finance, Administration and Program) to handle all customer service, care and retention, correspondence, and further developing and implementing processes and procedures required for managing both international and locally sponsored children.
- Implementing appropriate control systems (inventory, production, quality) for major activities will be required.
- Ensuring that continuous process monitoring, evaluation and improvement are in place is also a required function.

This position will oversee the Sponsor Relations Team, the Care and Retention Unit, the Payment Collection Unit (focusing on care and retention activities). Customer service operations in these areas is critical to ensure that sponsors and contributors receive the highest level of customer service possible, therefore implementing a customer service culture of the highest level will be a key part of this role.

This is an operations position requiring a sound understanding of computer systems and will also oversee the area of information technology systems that

support the entire organization. Knowledge and experience in developing, implementing and monitoring effective and efficient business operations is a must. The position will be evaluated based on performance standards related to sponsorship management and the effective provision of administrative and systems support.

The Operations Manager reports to the National Director and is a member of the senior management team. This is a new position and global best practices will be shared as part of the initial effort.

CCF is an organization focused upon developing a significant fundraising program and becoming one of the most well known and financially supported local NGOs in Thailand. While a broad range of fundraising programs will be used, child sponsorship will be the primary fundraising product used to achieve its fundraising goals. Therefore, both local and international child sponsorship is supported through sophisticated business operations and managed via customized software applications.

LEVEL OF DECISION MAKING/ACTION EXPECTED

The Operations Manager will be expected to manage and make decisions in relation to the daily activities of all operations that impact sponsorship management, care and retention, as well as long range planning. The creation and responsibility of a budget and staffing needs assessments and fulfillment are required.

REQUIRED SKILLS AND WORK TASKS

The following statements describe the general nature and level of work being performed. This is not an all-inclusive list of responsibilities or activities.

Qualifications/ Expectations

- Demonstrated ability to develop and maintain complex business policies, processes and procedures.
- Excellent computer skills including Access, Word, Excel, Power Point
- Understanding of customer service and ability to build a strong customer service culture
- Ability to manage timely and accurate processing, reporting and analysis of data
- Ability to effectively lead and motivate departmental teams as well as contribute to broader organizational objectives by working as a member of the senior management team

- Ability to plan and systematize required mailings and phone calls to and from CCF FT to projects/children on behalf of child sponsors and back to sponsors as necessary
- Liaising with international staff on operational issues related to sponsorship management
- Develop performance indicators/ standards and monitor/manage performance. A partial list would include:
 - response time to donor inquiries (letters, calls, WEB, email, faxes, social media etc.)
 - timely donation processing
 - credit card and autodraft systems
 - postage tracking
 - child enrolment quotas and project co-ordination
- Good interpersonal and leadership skills including demonstrated ability to manage and mentor staff
- Must be able to identify and solve problems in a logical, timely and effective manner
- Flexible approach, energy and enthusiasm
- Committed to the values of CCF FT

WORKING CONDITIONS & OTHER ESSENTIAL REQUIREMENTS

- This is a full-time position with after hours work required
- Travel within Thailand and overseas may be required

Education/Work Experience:

- Graduate degree in business or other areas closely related to Operations Management.
- Minimum four years work experience in Operations and Administration, Production Management, and Customer Service
- Knowledge of Total Quality Management would be an advantage

Specialized Knowledge and Skills:

- Excellent skill in written and verbal English
- Proficient with Microsoft Word, Excel and Power Point
- Ability to prioritise and delegate effectively
- Ability to multi-task, problem solve, and prioritise
- Good communication and interpersonal skills
- Ability/experience in training staff in operational areas
- Ability to examine and re-engineer operations: processes, procedures, and staffing to optimize efficiency, effectiveness and results
- Ability to gather, analyze and interpret data
- Understanding/exposure to marketing and fundraising principles
- Understanding of Access software or other database programs would be an advantage