

Pearl S. Buck International Inc.
Job Description

Job Title/Department Child Sponsorship Coordinator

Incumbent _____ Effective Date _____

Location Home Office, Bucks County, PA

Supervisor/Title: Cheryl Castro, President & CEO

JOB SUMMARY

Manage the child sponsorship program to ensure a positive sponsor experience, and cultivate continuing support of our Child Sponsors and Champions for Children. Serve as a liaison to all overseas affiliates, offices and partner programs to ensure open communication, quality programs, and timely exchange of information. Recruit new child sponsors to ensure the growth of child sponsorship. This is a full time non-exempt administrative position.

RESPONSIBILITIES & TASKS

- R.1 Manage the child sponsorship program to ensure a positive sponsor experience and nurture continuing support of Child Sponsors and Champions for Children.
 - T.1 Respond to sponsor and champion requests for information
 - T.2 Develop and implement welcome packets to all new sponsors and champions
 - T.3 Respond to all sponsor/champion inquiries within 24 hours
 - T.4 Conduct quality control reviews of sponsor/child correspondence
 - T.5 Prepare, forward and track all Child Sponsor correspondence within one week of receipt
 - T.6 Manage the creation and distribution of the monthly "Mission Matters" success stories and program updates for Sponsors and Champions. "Mission Matters" is to be sent electronically and through US Post mail
 - T.7 Transition sponsors/champions in the cancellation and/or transfer process to ensure retention
- R.2 Serve as a liaison to all overseas affiliates, offices and partner programs to ensure open communication, quality programs, and timely exchange of information.
 - T.1 Send weekly email to child sponsorship coordinators in Vietnam, Philippines, Thailand and China and monthly emails to the Executive Directors in all countries, including South Korea and Taiwan to ensure open lines of communication and updates on the program.
 - T.2 Research and respond to all requests for information and inquiries related to sponsorship and champions in a timely manner
 - T.3 Develop and monitor correspondence/communication schedules and ensure timetables are being met. Address discrepancies with appropriate parties
 - T.4 Submit sponsor-child correspondence to CO/A's ensuring timely communications

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- T.5 Develop and implement sponsorship/champions procedural changes and collaborate with CO/A's to assist with the development of new processes as necessary
 - T.6 Solicit/receive photographs, success stories, and program information to support the generation of articles and sponsor/champions communications
 - T.7 Keep overseas offices informed about sponsorship/champions program activities
 - T.8 Receive, review, reconcile, and analyze monthly reports.
 - T.9 Organize a global conference every other year.
 - T.10 Conduct the affiliate / country office audit in Thailand, the Philippines, and Vietnam every other year.
 - T.11 Coordinate student exchange programs as agreed upon with overseas affiliates/programs.
- R.3 Recruit new child sponsors to ensure the growth of child sponsorship.
- T.1 Recruit new child sponsors through public speaking, community tables and the development of communication materials and relationship marketing strategies
 - T.2 Develop and foster relationships with current sponsors and champions to pull engagement and encourage involvement in other aspects of Pearl S. Buck International
 - T.3 Assist with developing and implementing marketing efforts. Support the coordination of telemarketing and direct mail efforts on a periodic basis for the acquisition of new program participants
 - T.4 Review and analyze results monthly and recommend strategies to improve/sustain results as needed
- R.4 Support organizational initiatives and communications operations to ensure goals and objectives are achieved.
- T.1 Attend general staff meetings and report on activities in progress
 - T.2 Help with and attend PSBI events
 - T.3 Provide backup support for the marketing team as needed
 - T.4 Assist with drafting the marketing work plan and budget as requested
 - T.5 Record all contacts and communications in the database
 - T.6 Directly supervise Vietnam Country Director, via a monthly skype call, approve monthly time sheets, expense reports, and reports
 - T.7 Solicit and approve projects from affiliates / country offices for online fundraising
- Perform other duties as required or assigned including safeguarding children and reporting suspected child abuse.

CONTACTS / PURPOSES

- Child Sponsors and Champion for Children donors to ensure quality services are delivered
- Country Directors, Affiliate Executive Directors, and Sponsorship Liaisons to receive complete and timely information and support sponsorship systems and procedures
- General public and other program prospects to provide information and recruit constituents
- Staff to serve as a Child Sponsorship representative and support recruitment and marketing materials development to grow the program
- Board of Directors in the USA and abroad to participate in meetings, provide reports and/or seek support of activities
- Volunteers to coordinate mailings and communications between sponsors and children

WORKING CONDITIONS

Standard office environment; no particular workplace hazards. Must be able to maneuver stairs and walk short distances without difficulty. Must have sufficient visual/hearing capabilities to respond to public needs.

QUALIFICATIONS

Education

- Bachelor's Degree - in International Relations/Studies a plus

Certificates / Licenses

- Must have valid driver's license and current automobile insurance coverage and the ability to travel within the community throughout the workday with full-time access to an automobile

Skills

- Oral/Written Communication (advanced)
- Interpersonal (advanced)
- Problem Solving
- Planning
- Organizing
- Numeric
- Advanced Computer Literacy

Accomplishments / Experience

- Has at least 3 years' experience with customer service-type activities
- Has had responsibility for maintaining a database and is proficient with data entry accuracy
- Has had responsibility for developing and completing narrative and statistical reports
- Has had responsibility for developing letters and other communication materials
- Has conducted public relations activities
- Has working knowledge of MS Office Software package and spreadsheet applications

Languages

- Speaks, reads and writes English
- Additional languages a plus

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CEO's Approval _____

Date _____

Incumbent's Signature _____

Date _____

Supervisor's Signature _____

Date _____