



for a living planet®

JOB DESCRIPTION

Position title:	Member Relations Manager
Reports to:	Head of Community & Member Engagement
Supervises:	n/a
Location:	Singapore
Date:	May 2012

I. Mission of WWF Singapore : To ensure a high performing WWF office with efficient operating systems, professional and skilled staff, and strong financial resources. WWF Singapore's focus is on delivering corporate responsibility partnerships, individual donor fundraising, major donor fundraising and community engagement for WWF's priority conservation activities in Singapore and the rest of WWF's global network.

II. Major Functions: As a key contributor to the department's engagement and fundraising objectives, the Member Relations Manager is responsible for creating an enriching member experience with WWF. As part of the Community and Member Engagement department, the Member Relations Manager will contribute to bringing conservation knowledge to the local community, focusing particularly on WWF supporters and members with the aim of developing a stronger commitment towards conservation.

III. Major Duties and Responsibilities:

- Create and manage the member database management system that will facilitate an understanding of supporters' and members' needs for the purposes of direct marketing and relationship management
- Organize regular donor engagement activities such as overseas conservation site visits, member volunteering opportunities and awareness activities etc.
- Handle the production of conservation-related communication materials to keep WWF supporters and/or members abreast of conservation efforts and WWF achievements
- Coordinate with external creative agencies and vendors to ensure timely delivery of conservation-related information for WWF's supporters and/or members
- Maintain program tracking and reporting to members and donors
- Perform other duties as required

IV. Profile:

Required Qualifications

- At least five years' working experience in a similar capacity
- Minimum Bachelor's degree in public relations, marketing communications or marketing
- Qualification or experience in environmental science or sustainable development is an advantage

Required Skills and Competencies

- Excellent event management and coordination skills
- Ability to budget for programs related to the job scope
- Excellent computer skills in Microsoft Powerpoint, Words and Excel
- Excellent organizational and interpersonal skills with ability to function in a multi-cultural environment
- Fluent spoken and written English
- Flexible, resourceful and able to perform despite tight schedules
- Has a strong stakeholder focus and service-oriented attitude

- Plans and organizes/ manages the job independently and pro-actively
- **A strong interest in conservation**
- Adheres to WWF's values, which are: *Knowledgeable, Optimistic, Determined* and *Engaging*

V. Working Relationships:

Internal – Works closely with the Community and Member Engagement department as well as the Communications department of WWF Singapore .

External – Coordinates with external vendors relating to events and communications materials production.

This job description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organizational needs.

Interested applicants should submit a CV and cover letter to hr@wwf.sg. Please indicate the position applied for in the subject line.