



**SOS CHILDREN'S
VILLAGES**

VACANCY ANNOUNCEMENT

SOS Children's Villages in Kenya is a member of the SOS Children's Villages International (CVI) Federation. SOS Children's Villages in Kenya is a child-focused Non-Governmental Organization established in 1973 to provide care and support to children who have lost or are at risk of losing the care of their biological family.

The organization's vision is "Every child belongs to a family and grows with love, respect, and security" and its programs are driven by the mission of "building families for children in need, helping them shape their own futures and sharing in the development of their communities". In this regard, the organization works to reduce poverty; increase access to quality education and decent work; reduce inequalities and build strong institutions in line with Sustainable Development Goals (SDGs) 1, 4,8,10, and 16. This is done through programs that are geared towards addressing the political, economic, health, and socio-cultural root causes of child vulnerability and family separation. The programs focus on Alternative Care, Family Strengthening, Youth Empowerment, Education, Health, Advocacy, and Humanitarian Action.

SOS Children's Villages in Kenya implements programs in five (5) of Kenya's 47 Counties namely Nairobi, Mombasa, Uasin Gishu, Kisumu, and Meru. We seek to recruit suitably qualified person to fill the position of **Telemarketing Officer (1 Position, National Office)**

POSITION: TELEMARKETING OFFICER (1 POSITION, NATIONAL OFFICE)

Position Summary: Reporting to the Head of the Fund of Development and Communications, the Telemarketing Officer supports fundraising efforts by contacting donors and potential donors, securing funding, and following up on leads generated from digital and face-to-face campaigns.

Key Performance Areas and Main Responsibilities:

Lead Follow-up:

- Contact current and potential donors to thank them and follow up on their interest.
- Qualify leads and assess their level of interest and commitment.

Donor Engagement:

- Engage donors in conversations about the organization's mission and programs.
- Provide information on donation options and fundraising initiatives.

Lead Management:

- Document donor interactions in Salesforce CRM.
- Ensure accurate and complete donor records.

Collaboration:

- Collaborate with the Digital Fundraising Officer for seamless lead handovers.
- Provide feedback on lead quality and campaign performance.

Fundraising:

- Actively solicit donations to meet fundraising targets.
- Tailor appeals to donor preferences and interests.

Performs other reasonable tasks assigned by the immediate supervisor.

Formal Qualifications & Experience Requirements

1. **Diploma in Communications or Business Administration** in the Communication field.
2. Bachelor's Degree will be an added advantage in the field of Communications and/or business administration
3. 1 - 2 years of verified experience in telemarketing, customer service, or fundraising, preferably in a nonprofit or call center environment
4. Strong commitment to teamwork.

A loving home for every child

5. Excellent verbal communication skills, with the ability to engage donors in conversation, build rapport, and inspire support for SOS Children's Villages Kenya.
6. Ability to work independently, and as part of a team, with a positive attitude and willingness to contribute to fundraising success.
7. Be flexible and willing to adjust activities and priorities and take on new responsibilities.
8. Applies creativity and good judgment in addressing donors.
9. Well written and spoken English skills
10. Basic computer skills, including familiarity with MS Word, Access, Excel, Outlook, CRM Dynamics systems, and data entry processes.
11. Data capturing experience
12. Effective time management skills, ability to work under pressure
13. Strong listening skills, empathy, and patience to understand donor needs, address concerns, and provide appropriate information and assistance.

Child Protection Policy

SOS Children's Villages Kenya takes (Child safeguarding and Asset safeguarding) very seriously it is your responsibility to ensure you understand and comply with the child safeguarding and Asset safeguarding policies of the Organization. You must sign the Organization's child safeguarding compliance form alongside this Contract. To show your acceptance of the terms of service and the Child safeguarding and Asset safeguarding policies.

Data Protection Policy

At all times, ensure that the personal data of donors, sponsors, SOS Children's Villages in Kenya beneficiaries and their families, co-workers, suppliers, Board members, contractors, and other stakeholders is handled confidentially and by prevailing SOS-Kinderdorf International data protection laws and Kenya's legal frameworks on Data Protection.

How to Apply

If you believe your experience, competencies, and qualifications match the job and role specifications described; send a Cover Letter & updated CV in PDF with details of 3 traceable referees one of which must be an immediate former employer to **recruitment@soskenya.org** addressed to the **Human Resource Manager** to reach us on or before **14th June 2024**.

Only shortlisted candidates will be contacted

SOS Children's Villages holds strict child safeguarding principles and a zero-tolerance policy for the conduct of sexual harassment, exploitation, and abuse in the workplace and other places where the organization's activities are rendered. Parallel to technical competence, recruitment, selection, and hiring decisions will give due emphasis to assessing candidates' value congruence and thorough background checks, and police clearance reference check processes. SOS Children's Villages is an equal opportunity employer and its Recruitment Policy addresses itself to the core values of best practice, diversity, and equality.