

TITLE: Fundraising Volunteer

REPORTS TO: Head of Fundraising

LOCATION: Irish Red Cross, 16 Merrion Square, Dublin 2

REQUIREMENT: Flexible

The Irish Red Cross fundraising team is seeking a volunteer to work with us on a part time, full time or casual basis to assist in the delivery of our ongoing and upcoming campaigns both in Ireland and internationally.

This is an exciting opportunity to work as part of the world's largest humanitarian networks and one of the most recognized brands globally. Whether you're looking to kick-start your career in the charity sector or simply want to volunteer your time and skills to a good cause, this is the place to start!

Main Duties:

- Deliver the highest standard of customer service to our new and existing supporters through effective handling of telemarketing/administrative calls and responding to queries by e-mail and post
- Processing phone and postal donations as required
- Assisting with mail outs & acknowledgments to our supporters
- Data entry and maintaining up to date records on our database (Care)
- Filing and archiving of hardcopy records and materials
- Assist with special projects, research and ad-hoc tasks as necessary

Ideal Candidate:

- Excellent telephone manner
- Previous experience with databases and data entry
- Exceptional attention to detail
- Highly organised and able to manage multiple tasks and time effectively
- IT literate with proficiency in the Microsoft Office suite
- Exceptional communication & interpersonal skills

What we can offer you:

- First-hand experience working for a charity
- Full training will be provided for all required work duties
- The opportunity to attend one of our first aid courses & receive an accreditation
- A friendly and supportive work environment with a team of people who are caring, enthusiastic and passionate about their work and the Red Cross

To apply, please send your CV and cover letter to fundraisingjobs@redcross.ie