Helvetas is an organization specialized in development cooperation and humanitarian response, anchored in Switzerland. Our vision is a just world in which all people determine the course of their lives in dignity and security, using environmental resources in a sustainable manner.

We welcome applications from motivated individuals for the following position, based in one of our **Eastern Europe** country offices (Albania, Kosovo or Moldova). The expected starting date is February 2027 or upon agreement.

DONOR SERVICES ADMINISTRATOR (F/M/D) 100%
HELVETAS SWISS INTERCOOPERATION
(ALBANIA, KOSOVO, MOLDOVA)

The Donor Services Administrator provides reliable, donor-centred and accurate administrative support to the Head Office Donor Services team. The role handles donor enquiries in Standard German and Italian, processes donation transactions, and maintains high-quality donor and address data in the CRM system. Based in one of the abovementioned Eastern Europe country offices (Albania, Kosovo, or Moldova), the position is functionally integrated into the Head Office Marketing and Fundraising department and works in line with Head Office processes, service standards and data-protection requirements.

MAIN TASKS

- Handle written donor enquiries from throughout Switzerland in Standard German and Italian, and provide telephone support in Italian for donors and supporters in Ticino.
- Provide clear information on donation options, memberships, sponsorships, projects, humanitarian aid activities and data protection.
- Handle complaints professionally, apply agreed corrective measures, and support donor retention and the resumption of giving where appropriate.
- Administer new memberships and sponsorships, as well as changes, cancellations and complex cases in coordination with relevant Head Office units.
- Import, verify and process donation transactions, including reallocations, corrections, cancellations and manually recorded transactions where required.
- Create and send invoices, donation acknowledgements and tax certificates, and correct or reissue related documentation.
- Create, update, block, merge and, where authorized, delete contact and debtor records; process address changes, returned mail and other donor-data amendments.
- Perform regular data-quality checks, resolve discrepancies, identify duplicate records and contribute to improving and documenting donor-service and CRM procedures.
- Use approved digital and AI-supported tools while ensuring compliance with confidentiality, data-protection and information-security requirements.

YOUR QUALIFICATIONS

- Completed vocational training in business administration, office administration or an equivalent qualification.
- Typically 3-5 years of relevant professional experience in customer service, commercial administration, sales, retail, donor services or a comparable service environment.
- Experience in handling enquiries, complaints and challenging conversations professionally, with strong customer and service orientation.
- Demonstrated ability to process transactions and maintain accurate records with a high level of data quality, discretion and attention to detail.
- Excellent spoken and written Standard German and very good spoken and written Italian; good

working knowledge of English for internal collaboration. Understanding of Swiss German or knowledge of French would be an asset.
- Proficient use of Microsoft 365 and good user-level knowledge of CRM systems and databases; experience with payment, accounting, donor-management or fundraising systems would be an advantage.
- Ability to organize work independently, manage recurring deadlines, resolve routine discrepancies and escalate non-standard cases appropriately.
- A friendly, reliable and professional manner, strong teamwork skills, resilience, flexibility and a pragmatic, solution-focused approach.
- Interest in development policy issues and identification with the values of Helvetas. Experience in fundraising, a non-profit organization or an international and geographically dispersed team would be an asset.

WE OFFER YOU

An impactful service-oriented role in a professional, international and collaborative team, supporting Helvetas donors and fundraising activities in Switzerland. We offer attractive working conditions, benefits, flexible work arrangements and an employment contract in line with Helvetas HR policies.

The position is open to candidates who are legally entitled to live and work in the country of employment (Albania, Kosovo, Moldova).

We look forward to receiving your complete application, including a motivation letter, CV and relevant certificates, at applications@helvetas.org by **December 4, 2026**, with the subject line 'Donor Services Administrator'. **Only shortlisted candidates will be contacted.**

** Helvetas may work with an external recruitment partner to support selected stages of the recruitment process, including application screening.*