

TERMS OF REFERENCE

Subject: one Data Processing Clerk SSA / PSFR

Type of contract: Individual Contractor

National / International: National

Proposed level: Junior

Duration: 6 months from 17 Jun to 16 Dec. 2019

Funding Source: PSFR budget

1. Background

This is a temporary need for 6 months to conduct data processing and make calls to UNICEF China's supporters from Jun 17 2019 to Dec.16 2019 to complete 2019 workplan.

2. Introduction

The individual contractor is needed to carry out data process work as well as following up existing or potential supporters and answering inbound inquiries, so that UNICEF could strengthen campaign results to better support programme as well as keep good relationship with UNICEF supporters.

3. Objective (s)

Being responsible for interacting with UNICEF supporters to answer inquiries and build relationship with UNICEF, and record the data promptly and accurately into database.

4. Methodology & Expected Output

Work in UNICEF's office in Beijing on working days to process information entry and answer inquiries from UNICEF supporters. 20 days per month. Details please find from following major task/deliverables and timeframe.

5. Major Tasks, Deliverables & Timeframe

	Task	Deliverable	Payment (% of fee)
1.	Processing entries:	<p>Accurately enter information into database in a timely manner, and carry out all activities related to the routine operation of the database.</p> <ol style="list-style-type: none"> 1. Import and input new pledge data into database -daily 2. Update pledge change/cancel in database as per donor's request -daily 3. Pledge data check before deduction -3working days before pledge deduction date 4. Process pledge deduction in database, upload to bank; batch report submit -3rounds per month 5. Data maintenance and cleaning by quarterly. 	50%
2.	Donor communica tion:	<p>A. Inbound calls</p> <ol style="list-style-type: none"> 1. Efficiently answer inquiries in a professional manner based on Frequently Asked Questions (FAQ) guidelines. - inbound call: reply immediately 2. Log details of calls from prospects or other parties in forms. 3. Log questions not on the FAQ in order to develop a more comprehensive list. 4. Call back the caller should the required answers not be immediately available after consultation with supervisor. 5. Raise any call-related issues to supervisor to seek guidance on responses and/or call management. <p>B. Outbound calls</p> <ol style="list-style-type: none"> 1. Carry out out-bound calls to supporters for follow up / information update and to introduce new activities. 2. Log details of calls in database. <p>C. Email/SMS</p> <ol style="list-style-type: none"> 1. Email follow up / reply -within 3 working days 2. Pledge receipt/e-receipt re-send -within 15 working days after receive donor's request 3. SMS reply and sending as per pledge monthly deduction process and retention plan -within 1-3 working days after getting data available 	40%
3.	General administrati on:	Provide administrative support to the unit as requested, such as typing, translation, filing, faxing, photocopying, etc.	10%

Monthly workplan agreed separately with supervisor for each month, payment effected against successful completion of the plan.

Complete submission of deliverables as per expected standard and quality as assessed by the supervisor is a prerequisite for payment of any fee. UNICEF reserves the right to adjust or withhold payments for late deliverables or for deliverables not meeting expected quality.

6. Timeframe

120 working days (20 days per month) over 6 months from Jun.17 2019 to Dec.16 2019.

7. Consultancy Requirements

Qualifications:

- A bachelor's degree from a college or university, or other comparable education.
- Native Mandarin Chinese skills, reading and writing. Good command of spoken English and working knowledge of written English.
- Experience in using Microsoft Office applications.
- Attention to detail and an analytical mind.
- Good initiative, ability to conceptualise and come up with improvement suggestions.
- Excellent organizational skills
- Ability to work in teams and independently.
- Exceptional customer service attitude.

8. Supervision

Technical support, timely reviews, and monthly Work Progress Report submission