UNITED NATIONS CHILDREN'S FUND
JOB PROFILE

I. Post Information

Job Title: **TA Database Assistant** Supervisor Title/ Level: **Data Base Associate GS6** Organizational Unit: **PFP Area** Post Location: **Bogotá - Colombia**	Job Level: **GS4** Job Profile No.: CCOG Code: Functional Code: Job Classification Level:

II. Organizational Context and Purpose for the job

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. Therefore, the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

Job organizational context Data Base Assistant, in the PFP Section, in the country office of Colombia, reports to Data Base Associate (GS6)

Unicef Colombia is part of pilot of SES – Core Module of sales force, currently we have about 75,000 active donors and an average monthly collection of 700K dollars, additionally a significant number of processes for the generation of information, databases for campaigns and general data management.

Because migration plans to the sales force are required to increase the capacity to give continuity to the usual business of the database area and in addition to the requirements to comply with the migration project that must be carried out to a large extent between the months of April and October 2021.

Although the main activities to be performed are related to DPO, the incumbent will be included in some key Salesforce related processes as part of his/her/their learning.

Fundraising operation focus on pledge with an increased number of donors (35% in 4 years) and expected to keep increasing at a double-digit rate annually in incoming years.

The number of suppliers (F2F Agencies, call centers, online payment gateways, etc.) doing donor's acquisition has increased in numbers with the subsequent growing complexity in terms of collection process. The inclusion of direct collection through different banks and the return to a inhouse collection process operation demands more focus on the task.

The growing database presents other challenges like the necessity to quickly react to rejections to improve the collection rate and collect more money each month.

This operation and tasks falls in the Database Assistant (TA).

Purpose for the job *(Please outline the overall responsibility of this position):*

Under the close supervision and guidance of the Data Base Associate (GS6) this post undertakes the operation of the collection process ensuring all the trx are performance in the right moment and each one goes through the complete process every month. This post has the responsibility to perform reports about rejections for the Database Associate to take measures to reduce rejection rates.

III. Key functions, accountabilities and related duties/tasks *(Please outline the key accountabilities for this position and underneath each accountability, the duties that describe how they are delivered. Please limit to four to seven accountabilities)*

1. Collection process:

- Suggest the collection calendar according to the best dates to perform the charges to have better collection rates.
- Produce each day the files corresponding to the different banks and nets and upload it to each platform. Ensuring the files are compliance with the structure demand for those banks and nets.
- Download each day the files with responses from financial nets and banks and deliver the responses to be uploaded to Donor Perfect by the Database Assistant – GS5 from November trough Sales Force.
- Produce weekly reports about rejections for Database Associate to take actions according the income goals of the month.

2. Support special campaigns collection process

- Update DPO/Salesforce with new one-off donors coming from other platforms as Mercado Pago, PayU, Enel.
- Create one off gifts for digital campaigns as special appeals.

3. Analysis
- Analyze the behavior of dates, moments of the day, nets, banks to present recommendations about the best way to perform the collection process.

IV. Impact of Results (*Please briefly outline how the efficiency and efficacy of the incumbent impacts its office/division and how this in turn improves UNICEF's capacity in achieving its goals)*

This post will contribute with the organizations goals as it will:

- Define the collection calendar.

- Perform the collection of money for Individuals area

- Provide useful information for the performance of the collection process
- Assist the preparation for special campaigns and external payment gateways

V. Competencies and level of proficiency required (please base on UNICEF Competency Profiles)

Core Values

- Care
- Respect
- Integrity
- Trust
- Accountability

Core competencies
- Built and maintains partnership
- Demonstrate self-awareness and ethical awareness
- Drive to achieve results

- Innovates and embraces changes
- Manage ambiguity and complexity
- Thinks and acts strategically
- Works collaboratively with others

Functional Competencies:
- Analyzing (level 1)
- Follow instructions and procedures (Level 1)
- Applying technical expertise (level 1)

VI. Recruitment Qualifications

Education:	Completion of Secondary education. Technical and/or University Curses Levels in administrative field or any other discipline relevant to the job is an asset.
Experience:	Four (4) years of experience in payment processing and data analysis. Experience in NGO is an asset Experience working with salesforce suppliers
Language Requirements:	Good communication and writing skills in Spanish is required.