

FSD is looking for

Administrative Assistant

Location: FSD Headquarters in Geneva, Switzerland

Supervised by: Fundraising Manager

Starting date: 01 September 2025

Contract period: indefinite

Occupancy Rate: 80%

ABOUT US

FSD (Fondation suisse de déminage), a Geneva-based humanitarian organisation, has been working to protect civilian populations from landmines and explosive remnants of war for over 25 years. Our teams localise and destroy explosive remnants of war, conduct awareness campaigns and develop socioeconomic assistance projects for victims of accidental explosions. FSD currently employs around 700 people on four continents and has been active in over 30 countries since its foundation in 1997. Learn more at <https://fsd.ch>.

JOB DESCRIPTION

The **Administrative Assistant** plays a key role in supporting FSD's fundraising efforts by maintaining communication with donors and ensuring the smooth operation of donor relations, donation processing, and logistics. Key responsibilities include managing donor communications (via mail, phone, and email), updating the CRM with donor information, overseeing the donation fulfilment process, and supporting street campaign logistics. The assistant works closely with the fundraising team and reports directly to the Fundraising Manager. This role is based at FSD's HQ in Geneva, Switzerland, and requires physical presence due to the handling of sensitive donor data and administrative tasks. The position does not permit home office work.

ROLES AND RESPONSIBILITIES

The role and responsibilities of the **Administrative Assistant**:

- **Private Donors Relation**
 - Responds to phone calls, mail and emails from donors, as well as all other requests (issuing donation certificates, sending payment slips, etc.).
 - Identifies gaps in standards communications and draft any specific communications to donors and public when request is related to fundraising.
 - Centralises operations related to the CRM and updates it (e.g. change of address, merger, duplicate, donation certificates, deletion, donor profiles, etc...).
 - Ensures timely delivery of thank you e-mails, letters and cards.
 - Tracks and reports on activity and performance statistics.
 - Leverage all opportunities to strengthen donors' support and loyalty.
- **Management and Administration Follow-up of Donations & CRM (Fulfilment)**
 - Validates daily transactions: reconciliation and identification of donations received by mail, from Manila accounts team and/or from various campaigns/sources (e.g.: coding of donations, assisting in tracking anonymous/semi-anonymous donations where possible...).
 - Updates and enriches the database (e.g.: Donor's details, marketing processing....) .
 - Manually uploads donations in CRM, when not automated.
 - Checks the quality of LSV-DD received from agencies and other partners.

- Scan LSV-DD.
- Manages banks dispatch process and follow up with banks.
- Updates donor's status in the CRM.
- Check the quality of digital data received from agencies and ensure timely upload to the CRM.
- Ensures One-off Donors are reported into the CRM and in accordance with fundraising processes.
- Checks, amends and updates campaigns codes and languages preferences in both reports and CRM.
- Archives donations forms.
- **Logistic**
 - Consolidates fundraising team material requests and organises orders in a cost-effective manner.
 - Tracks inventory materials.
 - Monitors expenses related to the allocated budget.
 - Develops communications and collaterals for agencies, to be approved by Fundraising Manager.
 - Manages data extracts as per internal requests, including e-news monthly data extract.
 - Manages Fundraising mail dispatch.
- **Other**
 - Participates in Fundraising and/or Communication meetings.
 - Reports any required KPIs related to his/her activity in the requested format within the designated time frame.
 - Adheres to working hours in line with the switchboard schedule: Monday to Friday from 9am to 13:00 p.m. and from 2:00pm to 5pm. Rest of the working hours are allocated to meetings and management of specific files. These hours may vary depending on the business needs.
- **Provide support with**
 - Daily management of street activities operations.
 - Implementation of Sextant development.
 - Execution of acquisition and retention campaigns as requested by Fundraising Manager/Head of Fundraising.
 - Development of donor's communications sent from RaiseNow and overseeing implementation from RaiseNow.
 - Various other communications and fundraising activities as required by management.

MANDATORY COMPETENCIES

- A minimum of 1 year of experience in administrative or client relations roles.
- Proficiency in using CRMs.
- Fluency in French and German, with working proficiency in English; fluency in Italian is an advantage.
- With copywriting skills in French and German
- Proactive, with strong organizational skills.
- Attention to details.
- Must have a valid work permit for Switzerland.

GENERAL

- Work within the framework of FSD's core values, promoting its ethos and mission statement; especially impartiality and non-political alignment.
- Work towards achieving FSD organisation and programme level objectives.
- Stay informed of FSD global activities.

- Ensure familiarity with and adhere to all FSD policies, procedures, and security plan.
- Participate in meetings, networks, and seminars as and when requested by Fundraising Manager.
- Participate in FSD training activities as and when requested by Fundraising Manager.
- Undertake the role in a manner appropriate to respective cultural contexts and within all local legal frameworks.
- Undertake any other duties appropriate to the post as may be required.