

Career Opportunity

Title: Supporter Services Agent
Department: Fundraising
Duration: Fixed Term Contract Renewable
Reporting to: Direct Dialogue Manager
Location: Ebène Mauritius

Purpose of the Role

The Supporter Services Agent is responsible for welcoming new Greenpeace Africa supporters through personalised onboarding calls, ensuring all personal and e-mandate details are accurate. Additionally, the Supporter Services Agent identifies donor campaign interests to tailor communications and enhance long-term engagement.

Main duties

New Supporter Onboarding

- Conduct welcome calls to new supporters using Genesys Cloud, accurately confirming personal and donation information.
- Explain Greenpeace Africa's mission, funding model, and campaigns, ensuring supporters clearly understand the impact of their contributions.
- Identify supporter interests to personalise engagement and strengthen long-term retention.
- Manage cancellation requests professionally by proposing alternative donation options where appropriate.

Call Centre Operations & Customer Support

- Handle a high volume of outbound supporter calls while maintaining exceptional customer service standards.
- Respond to supporter queries related to donations, campaigns, account updates, and engagement activities.
- Resolve supporter concerns efficiently and escalate complex matters when required.
- Follow approved call scripts, compliance procedures, and service quality standards.
- Achieve key performance indicators (KPIs) related to onboarding success, supporter retention, and service delivery.

Data Accuracy & Systems Management

- Maintain accurate and up-to-date supporter records within the CRM system.
- Verify supporter information and donation details in compliance with the Mauritius Data Protection Act.
- Identify and report discrepancies or issues requiring follow-up.

Collaboration & Process Support

- Work closely with Supporter Services, Fundraising, and Digital teams to ensure a seamless supporter experience.
- Share supporter insights to contribute to engagement and retention strategies.
- Support onboarding initiatives and process improvement projects as needed.

Skills & Competencies

- Excellent communication and interpersonal skills.
- Strong customer service and problem-solving abilities.
- High attention to detail and accuracy.
- Empathy, professionalism, and confidence in handling sensitive conversations.
- Ability to work independently, manage priorities and meet performance targets.
- Experience with CRM or donor management systems (e.g., Salesforce, Fundraise Up, Paystack) is advantageous.
- Solid Call Centre experience with strong customer service and problem-solving abilities.

Greenpeace Africa is an equal opportunity organisation committed to achieving diversity within its workforce, irrespective of gender, nationality, disability, sexual orientation, culture, religious and ethnic background.

*Interested qualified candidates should email a cover letter & CV to recruitment.mauritius@greenpeace.org with the subject line- **Supporter Services Agent** as the subject line by **20 May 2026***