

Job Description (JD)

Role Title: Resource Mobilization Executive

Department: Resource Mobilization (Individual & Events)

Location: Delhi

Reports To: Head – Individual Fundraising & Events

Employment Type: Full-Time

About CanSupport

CanSupport is a leading palliative care NGO in India, working to improve the quality of life for cancer patients and their families through home-based care, pain management, and emotional support.

Role Purpose

The Resource Mobilization Executive will play a critical role in **data management, lead generation, and operational support** for fundraising initiatives. The role requires **high accuracy, strong Excel skills, and attention to detail**, along with coordination for donor servicing and field support when required.

Key Responsibilities

1. Database Management (Primary Responsibility)

- Maintain and update **donor, prospect, and volunteer databases** in CRM/software and Excel
- Ensure **accuracy, completeness, and regular updating** of records
- Perform data cleaning, validation, and deduplication
- Generate reports and lists for campaigns, follow-ups, and events

2. Data Entry & Documentation

- Timely and accurate **data entry of donations, leads, and interactions**
- Maintain proper documentation of donor records, receipts, and communications
- Ensure **high standards of spelling, formatting, and data hygiene**

3. Lead Generation Support (Field)

- Identify and compile databases for:
 - Schools & Colleges (for awareness and fundraising)
 - RWAs (Resident Welfare Associations)
 - Corporate and community prospects
- Support outreach efforts through data preparation and basic coordination

4. Donor Servicing & Coordination

- Coordinate **cheque pickups** and basic donor follow-ups
- Support donor communication and acknowledgements (as required)
- Assist in maintaining strong donor relationships through timely coordination

5. Calling & Follow-ups

- Make **outbound calls** for:
 - Lead validation
 - Event participation
 - Basic donor engagement and follow-ups
- Maintain call records and update status in the system

6. Event & Logistics Support

- Assist in **event logistics and coordination** when required
- Support data-related tasks for events (registrations, tracking, reporting)
- Coordinate with vendors and internal teams for smooth execution

Key Requirements

Education & Experience

- Graduate in any discipline
- 1–3 years of experience in data management, operations, or coordination roles

Technical Skills

- **Advanced Excel skills (mandatory):**
 - VLOOKUP / HLOOKUP
 - Pivot Tables
 - Data sorting, filtering, and validation
- Experience with CRM/software data entry
- Strong typing speed and accuracy

Core Competencies

- Excellent attention to detail and accuracy
- Strong written English (spelling and formatting must be excellent)
- Good organizational and time management skills
- Ability to handle repetitive tasks with consistency

Personal Attributes

- Reliable and process-oriented
- Responsible and disciplined
- Willingness to support fieldwork/logistics when required
- Team player with a proactive approach

Working Conditions

- Primarily office-based with occasional field visits (cheque pickups/events)
- May require flexibility during events or campaign periods

Compensation

- As per industry standards