JOB DESCRIPTION	
Department: Fundraising	
Position: **Relationship Development Officer (Major)** **リレーション構築チーム・オフィサー（大口個人寄付者担当）**	Reporting to: Relationship Development Senior Manager Number of direct reports: NA
Duration: open ended	
Working hours: Full time (40 hours/week)	
Job Grade: B	

Purpose of the position

The Relationship Development Officer is the position to manage, motivate and enhance the engagement of High Value individual and corporate donors (mainly individual) by one to one personal approach and broader outreach approach to maintain and increase donation income for MSF.

Objectives

Relationship Development Officer is expected:

- To maintain and strengthen engagement of 'High Value' donors, with a primary focus on individual donors (corporate donors when relevant).
- To maintain and increase donation from 'High Value' donors, with a primary focus on individual donors (corporate donors when relevant).

Requirements of the position

Based in Japan (Commutable to MSF Japan Office in Waseda)
The role may require occasional work on weekends or public holidays, as well as overnight business travel several times a year.

Main Responsibilities

1) **Maintaining and strengthening relationships with existing individual donors by one to one approach** (expected time allocation: around **40%**)
   - Maintain and strengthen personal relationships with donors via phone calls, SMS, mails, and e-mails
   - Respond inquiries and questions
   - Accurately deliver donation reception and appreciation actions.
   - In the event of an emergency, quickly inform donors of the situation in the field and MSF's funding needs to maximize donation opportunities

2) **Maintaining and strengthening relationships with existing donors, with a primary focus on individual donors (corporate donors are engaged when relevant), by broader outreach approach** (expected time allocation: around **40 %**)
   - To fulfil accountability to donors and to create opportunities for continued donations, plan and conduct following fundraising measures:
     - Conduct a variety of donor engagement activities, including meetings with MSF staff in Tokyo and other locations across Japan.
     - Develop and implement donor communications and engagement tools, such as special editions of newsletters.

3) **Collaborate with other teams to develop thoughtful and relevant initiatives for individual donors**, especially those who feel a strong and sustained connection, helping to bridge broader donor communications and more personalized relationship-building. (expected time allocation: around **10%**)
   · To ensure alignment with the donor journey and implement agreed activities.

4) **Acquiring new individual donors** (expected time allocation: around **10%**)
   · Develop and strengthen relationships with individuals that have no donation history, either individually or through mass measures
   · To achieve the above, work with other teams to send direct mail, hold events, etc.
   · Build and strengthen relationships with influencers who can influence decision-making

Qualifications and requirements

Essential
1) At least 3years of experience in sales / customer relationship / marketing
2) High communication skills
3) Aspiration in humanitarian activities and social issues, empathy with the philosophy of MSF
4) Self-starter. Ability to achieve the goals with minimum guidelines
5) Skills to identify, analyse and solve complex problems
6) Fluent Japanese and business English for internal communication
7) Advanced level of Microsoft word, excel, and PowerPoint

Desirable
1) Fundraising experience in 'High Value' individual donors
2) Experience of creating materials including direct mails, new letters, and advertisements
3) Use experience on CRM digital tool such as Salesforce

Special Notes:

This Job Description is only a summary of the typical functions of this position and not an exhaustive or comprehensive list of all possible job responsibilities and duties. Accordingly, the responsibilities and duties of the jobholder might differ from those outlined in this Job Description and the other duties, as assigned, might be part of the job due to the organizational and operational needs.

Other Conditions

- Salary to be defined as per MSF Japan Salary Scale
- Social insurance coverage: Japanese government insurance (Health Insurance, Welfare Pension, Employment Insurance and Workers' Accident Insurance)
- Holiday: Saturday, Sunday, Japanese national holidays, and any other days specified by MSF Japan

Application documents (Please send all these documents)	1. CV, with your photo if possible (in English) 2. Motivation letter (in English) 3. 履歴書（和文・できれば写真付） 4. 職務経歴書（和文） 5. 志望動機書（和文）
Email Address	Please send the above documents to: **hqhr-recruitment@tokyo.msf.org**
Application Deadline	**November 15, 2026**
Note	Only short-listed applicants will be contacted. We will close the position as soon as we find the best candidate.