



backing local change.

## POSITION DESCRIPTION

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# CRM Volunteer

### POSITION TYPE

Volunteer (PT - 2 days a week)

### LENGTH OF POSITION

Eight weeks (starting November 2020)

### REPORT TO

ygap Strategic Partnerships Manager

### LOCATION

Work from home position - flexible location

The ygap CRM Volunteer is passionate about the mission and vision of ygap and believes that social entrepreneurship has the capacity to drive positive change.

In addition, successful volunteers:

- Are professional, self-motivated self starters that have a can do attitude;
- Can work both independently and in a team environment;
- Have experience working with people from diverse backgrounds;
- Have excellent computer skills, including google docs, google spreadsheets and google slides;
- Have an analytic mind and a passion for problem-solving;
- Have experience working with CRM software, including Salesforce and data migration (crucial);
- Have great verbal and written communication skills.

The ygap Volunteer Program is a 8 week work experience program which facilitates professional development by providing a meaningful career experience and opportunity. During the Volunteer Program you will learn about fundraising, CRM implementation and what it is like to work at a non-profit.

## ABOUT YGAP

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ygap is an international development organisation that supports early-stage social impact ventures with locally-led solutions to local problems.

We believe in the power of entrepreneurship as an effective and sustainable way to provide opportunities for people to lift themselves out of poverty and disadvantage.

We find, accelerate and support the growth of impact ventures led by local entrepreneurs who deeply understand the unique challenges of their communities and are best placed to develop solutions.

We currently support ventures across Africa, South Asia, the Pacific Islands and Australia. ygap has offices and local teams that lead our programs in each area that we work.

## OUR RECRUITMENT GUIDING PRINCIPLES

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We have three guiding principles by which we approach our hiring process:

1. We embrace working remotely and flexibly: it is about the quality of work and how best to achieve this
  2. We encourage applicants from all cultures, ethnicities and backgrounds.
  3. We have a strong focus on diversity, inclusion, gender equity and gender equality across all our operations.
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## OUR VALUES

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### Humility

Our work is driven and informed by the people we serve

### Conviction

We deeply believe in our model and back the ventures that come through our programs

### Integrity

We apply our values in every aspect of what we do, earning the trust of those we work with

### Effectiveness

We continuously critique our work and improve to ensure long lasting impact

### Innovation

We're willing to challenge the status quo and embrace innovation in our operations and in the ventures we support

## KEY SELECTION CRITERIA

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### Relevant skills or experience

- A background working with CRM platforms, including Salesforce
- An understanding of the NGO space and ygap's values
- A passion for making a difference and working to address the world's toughest challenges
- A natural flare for problem solving
- A fast thinker with a willingness to learn

## WHY JOIN US?

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- Professional Development
- Contribute to the mission of a socially-aligned organization
- Exposure to a career in an NGO, CRM and Fundraising experience
- Learn more about yourself and your career goals
- Networking Opportunities

"Pursuing an internship at ygap was an amazing experience! I think it's really inspiring to work for an organization that has a positive impact on people's lives and to meet other people who are all driven by that same goal."

- Eveline Bruggeman, ygap intern

## APPLICATION PROCESS

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- Please submit a current CV and cover letter outlining why you want to volunteer with us to [christie.raymond@ygap.com.au](mailto:christie.raymond@ygap.com.au)
- Please include in the subject line of the email "<First Name> ygap CRM Intern - application"
- Applications will be reviewed as they are received.