

POSITION DESCRIPTION

POSITION DETAILS

Position Title: Supporter Relations Co-ordinator
 Reports To: Data Analyst
 Position Type: Part time (3 days)
 Date issued: June 2024

MAIN PURPOSE OF POSITION

The Supporter Relations Co-ordinator (SRC) is part of ActionAid Australia’s Fundraising and Communications Team. The role has the responsibility for ensuring excellence in supporter services and contributing to the retention of donors to support ActionAid Australia’s (AAA) work. This position plays a key role in ensuring the profitability of direct marketing programs with the effective day to day processing and reporting of pledge, direct mail and other donations. The SRC is also responsible for banking and financial reconciliation. The role provides customer service on donation related queries by phone and email. The SRC also assists with supporter care activities, such as writing personalised notes, decline calling, conducting thank you calls, and other activities as needed to ensure the effective onboarding of new donors and the retention of our existing supporters.

Objectives:

1. Effective day to day processing and reporting of donations, pledges and in-kind gifts
2. Provide responsive and professional communications with donors as the main contact point for supporter services, and provide timely and effective response to donor enquiries.
3. Ensure high quality data entry, processing and database management

KEY ROLES AND RESPONSIBILITIES

Key Responsibilities	Tasks/Duties
Supporter Relations	<ul style="list-style-type: none"> • Implementing the systems and processes necessary for effective supporter relations activities • Process donations through key fundraising channels, including direct mail and regular giving, website and telephone channels, and ensure processing is performed according to established procedures and quality service standards • Ensure excellence in client service for inbound and outbound donation line calls, and other supporter calls and emails. • Respond to and maintain records of all supporter enquires and complaints and escalate to Individual Giving Manager or other relevant staff when required. • Outbound decline calling to get updated credit card details from regular donors. • Manage reception line calls as required.
Donation Processing	<ul style="list-style-type: none"> • Ensure consistent and punctual preparation of daily bank deposit and mail dispatch. • Process donations through key fundraising programs and channels, including direct mail and pledge giving, website and telephone channels, ensuring this is performed according to established procedures and quality service standards.

	<ul style="list-style-type: none"> • Ensure receipts are updated for each appeal, and provide support to Philanthropy & Partnerships team if required to set up personalised receipts. • Undertake monthly processing of regular gifts through credit card, direct debit and direct deposit. • Work with the Data Analyst to ensure that donations through third party suppliers have been correctly added into the fundraising database. • Assist with the efficient maintenance of donor files and electronic records, both on database and manual files as required, including records of all supporter communication. • Ensure manual paper files are updated and maintained • Implement the declines process and strive to meet retention targets
Additional Responsibilities	<ul style="list-style-type: none"> • Ensure the efficient monthly reconciliation of donor database and financial records. • Work closely with the Data Analyst to ensure operations and processes are completed in a timely manner and data quality is maintained. • Ad-hoc support to the Data Analyst in managing data imports into the fundraising database. • Ensure supporter services processes and systems adhere to ActionAid Australia’s privacy policy, the ACFID Code of Conduct, relevant fundraising legislation and are PCI compliant. • Make recommendations for continued improvements in Supporter Services processes and quality standards • Supporting mail appeals with checking lives and proof reading as required. • Act in accordance with ActionAid Australia’s Team Charter and values • Other duties as required

KEY CONTACTS

- Head of Fundraising
- Data Analyst
- Individual Giving Manager
- Philanthropy and Partnership Manager
- Financial Accountant
- Supporters

SKILLS & COMPETENCIES REQUIRED

- A commitment to ActionAid’s vision, mission and values.
- Experience working with a Donation CRM, Raiser’s Edge and NXT preferred.
- Excellent attention to detail.
- Demonstrated customer service experience and an ability to represent ActionAid Australia to supporters in a professional manner.
- Good oral and written communication skills.
- Excellent organisational and administrative skills.
- Ability to manage and prioritise tasks in a high paced work environment.
- Strong computer skills including knowledge of MS Office applications particularly Word and Excel.
- Ability to work autonomously and be a self-starter who has initiative
- Work collaboratively as part of a team