



Lort Smith
caring for animals

Fundraising Administrator

- **Permanent full-time position**
- **Not-for-profit sector**
- **Based in North Melbourne**

Lort Smith is Australia's largest not-for-profit animal hospital with a clear vision to be recognised as the leader in Australia for animal health and wellbeing.

Located in the heart of Melbourne's hospital and health precinct in North Melbourne, Lort Smith has a significant 80 year history having grown from humble beginnings. Today, Lort Smith reaches the community in three very unique ways; in our Animal Hospital by providing exceptional veterinary care irrespective of client's personal circumstances; in our Adoption Centre by providing sanctuary, rehabilitation, welfare and new homes to animals in need; and through our Community Outreach programs which focus on nurturing the human-animal bond and responsible pet ownership.

Reporting to the Fundraising Manager and working within the Fundraising, Communications and Community Services team, this position will be responsible for daily administration tasks, upkeep of the donor database, preparing reports, assisting with campaigns and appeals, liaising with donors, and assisting in other areas as required.

Specific duties will include but not be limited to:

- Manage the donor database (Raiser's Edge) ensuring a high degree of accuracy
- Process and receipt donations within set timeframes
- Acting as the first point of contact for donors and community fundraisers
- Monitor and action incoming emails to the Donations, Fundraising and Fundraising & Communications email mailboxes
- Prepare queries, exports and reports
- Manage calendar and merchandise stock levels
- Assist with community fundraising tasks as required
- Provide support on a range of fundraising campaigns appeals and projects
- Work closely with the Finance team managing financial aspects of all donations ensuring correct processes and procedures are followed
- Assist team members in the coordination of internal and external events
- Other administration duties within the team as required



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You will have the following experience:

- Experience working with Raiser's Edge
- Excellent computer skills (Microsoft Office and general database skills)
- Proven exceptional customer service skills including experience dealing with customer queries and complaints
- Able to work independently and as part of a team
- Exceptional attention to detail
- Exceptional organisation skills
- Experience in a similar role or the non-profit sector is desirable, but not essential

If you meet the above criteria, click on this link to apply: <http://adr.to/qkcfu>

To learn more about Lort Smith and the wonderful work we do, please visit www.lortsmith.com

Lort Smith is an equal opportunity employer and supports workplace diversity.