

FUNDRAISING & EVENTS COORDINATOR JOB DESCRIPTION



February 2020

About Foodbank SA

A not-for-profit and non-denominational community-based organisation established in SA in 2000, Foodbank core concept is simple - to feed those in need by redistributing surplus food. It is estimated that as much as 30 per cent of all food produced is unsaleable. The products may be incorrectly labelled, have faulty packaging, be part of a trial run or are not produced to exact specifications.

Increasingly, welfare agencies are involved in an ongoing struggle to provide food relief to thousands.

Foodbank SA is the link between these agencies and food growers, manufacturers and processors, providing an outlet to food companies for their surplus stock and a source of nutritious food for agencies. Over the years, Foodbank SA has established strong connections with the food industry to purchase core staple items at discounted rates. This means we can offer our welfare partners healthy, essential food that should be in every pantry.

Over 126,000 South Australians rely on Foodbank services every month, with one third of them being children. Both the number of people accessing food relief and agencies has grown over the past years, with a further 7,000 people are unable to access Foodbank's services due to high demand.

As South Australia's largest food relief agency, Foodbank supplies food to more than 495 welfare agencies and community groups, and 500 schools across Adelaide's metro, regional and country areas.

Last year Foodbank provided over five million meals through its main warehouse at Edwardstown and regional distribution centres in Mount Gambier, Berri and Whyalla, and Community Food Hubs in Bowden, Edwardstown, Elizabeth, Port Pirie, Christies Beach, Mount Gambier and Whyalla.

Foodbank relies on the support of a large network of volunteers and the community to put food on the table of vulnerable South Australians who would otherwise go without.

Careers with Foodbank SA

A career with Foodbank SA is a fantastic opportunity to be part of Australia's largest food relief organisation. Working for Foodbank SA is a challenging and rewarding experience. Food relief requires dedication, passion and the desire to succeed.

Every role plays a vital part in the process of delivering our services. Each employee's skills contribute to our success.

About the Fundraising & Events Coordinator Role

The Fundraising & Events Coordinator maintains Foodbank SA's donor database, manages the donor acknowledgment process, processes donations, provides donor research and analysis and assists with general fundraising/ events activities such as community fundraising projects, food drives, and fundraising appeals. A qualified individual will have excellent proficiency in pc computer applications including the Microsoft Office suite, Salesforce program (other databases is desirable), great interpersonal and communication skills, and an ability to quickly learn and operate in a dynamic environment. Requirements for this role include experience working with nonprofits and donors.

Classification:

This position is offered as a six month contract with a view to renew. Full time, salaried, non-exempt, typically during regular office hours. Employee will be required to work extended hours or

weekends when running donation appeals or large scale events, accruing time of in lieu when this occurs.

Reports to: Fundraising Manager

Supervises: N/A

Responsibilities include:

Donor Data Entry and Maintenance

- Enters all donor data from checks, correspondence, and online transactions into donor database on a daily basis and maintains accurate hard copy and electronic files
- Prepares detailed reports
- Updates donor contact information to ensure current records are up-to-date
- Processes donations and reconciles financial information

Donor Relations/Communications and Research

- Generates various queries and reports for use by Foodbank SA staff and Ambassadors. This includes donation, destination, online and assignment/ campaign reports
- Analyses donor information and gifts to identify further fundraising opportunities.
- Reports findings back to the Fundraising Manager.
- Explores capabilities of donor management system and shares this knowledge with staff
- Creates acknowledgments, receipts, and destination notifications for donors on a timely basis
- Responds to donor inquiries (by email and phone) in a prompt and courteous manner
- Provides support in the creation and distribution of donor communications (electronic and print) and appeals, including **Winter, Christmas** and anniversary appeals
- Maintains donor confidentiality and ensures compliance with related policies
- Seeks new processes to increase the efficiency and efficacy of the donor collection and stewardship process

General Fundraising & Events support

- Provide general donor support
- Provide support to individuals running community fundraising projects
- Organises Foodbank SA monthly tours with donors
- Coordinates Food Drives process along the year and during Christmas
- Provide general event support as required
- Possess thorough and current knowledge of Foodbank, its operations and programs and articulate information to the public
- Coordinate special projects as assigned

Qualifications

- Minimum 2 years of relevant work experience in a non-profit environment
- Must be detail-oriented, have a working knowledge of databases, preferably Salesforce, and their typical functions, proficient in Microsoft Office (Excel, Outlook, Word), internet capable and possess an ethic of accountability in the workplace
- Must be committed to providing excellent customer service
- Possess excellent verbal and written communications skills
- Ability to interact professionally with stakeholders and demonstrate good judgment
- Ability to prioritise tasks and focus on multiple projects and deadlines simultaneously
- Ability to overcome challenges and problem-solve
- Must be a self-starter with ability to work independently and as a member of a team
- Commitment to the mission of Foodbank SA

We thank you for your interest; only those selected for an interview will be contacted. One on one enquiries should be booked via email to raqueld@foodbanksa.org.au. Email your resume and cover letter to raqueld@foodbanksa.org.au by COB Friday 13 March.

Equal Employment Opportunity Employer

Foodbank SA provides equal employment opportunities to qualified persons without regard to race, sex, religion, national origin, disability, age, marital status, pregnancy, sexual orientation, veteran status, genetic information or make-up, or any other protected category enumerated by applicable local ordinance, state law, or federal law.