

Position Description

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| Position title: | Supporter Care Coordinator |
| Team: | Development & Communications |
| Reports to: | Supporter Experience & Insights Manager |
| Job type: | Full-time, contract role |
| Date: | March 2024 |

About the Alannah & Madeline Foundation

The Alannah & Madeline Foundation is a national not-for-profit organisation dedicated to keeping children and young people free from violence and trauma wherever they live, learn and play. Through our Care, Prevention and Advocacy programs, we fight for their right to be safe, so their future is strong.

The Foundation also supports Dolly's Dream, educating and empowering families and communities to prevent the devastating effects of bullying.

We have the highest commitment to child safety, and our Child Safe - Policy outlines our safe practices for children.

Our organisation values are at the core of who we are. They guide the way we work every day and everyone has a responsibility to promote and demonstrate our values: *We act with courage, We are stronger together, We are curious, We believe accountability matters* and *We act with empathy, always*.

Position in context

Reporting to the Supporter Experience & Insights Manager, the Supporter Care Coordinator is a key role in the Development & Communications Team.

This role is formally based in South Melbourne. We support our staff to work flexibly, both in location and hours, based on the premise that work will remain the focus of any arrangement. How and where you work is discussed with each staff member based on individual circumstances, role requirements and accountability for the delivery of high-quality work.

The Supporter Care Coordinator is responsible for providing exceptional supporter care and campaign execution support across the Development & Communications team. This includes responsibility as the first point of contact for all supporter enquiries, gift processing and receipting, inbound and outbound calls, and other supporter care activities to ensure standards are maintained and ongoing income streams for the Foundation are secure.

Major job responsibilities

- Provide exceptional supporter care as the first point of contact for all inbound supporter enquiries including phone, email, and web, ensuring complex and difficult queries are managed in accordance with the agreed escalation process.

- Support the day-to-day delivery of campaigns and appeals (e.g. regular giving, appeals) across multiple channels including mail, phone and digital by processing donations and issuing receipts, ensuring timely and accurate donation processing, thanking and supporter care.
- Proactively make outbound calls in line with supporter care and supporter journeys including thank you calls, address updates, RTS, gift processing, declines and credit card expiry.
- Undertake donation and month-end bank reconciliation of fundraising, donation and other payment/transactions.
- Build and nurture relationships with supporters, community fundraisers, and volunteers to retain and grow participation in fundraising activities.
- Review and implement improvements to the Foundation's supporter care processes and procedures to optimise efficiencies and ensure the supporter is at the heart of everything we do.
- Occasionally work out-of-hours for Foundation campaigns and events, and undertake out-of-hours social media monitoring on rostered days (as required).
- Contribute positively to the Foundation's culture of "we are stronger together" through developing and maintaining collaborative relationships with colleagues.
- Work with people leader to develop and successfully execute a personal work plan that is aligned with the strategic objectives of the Foundations to meet key deliverables.
- Other tasks as directed by the Director, Development & Communications, CEO and Executive Leadership Team.

Knowledge, experience & requirements

- A minimum of 2 years' experience in supporter care or customer service role, preferably in a community organisation or charity.
- Demonstrated ability to build strong relationships with supporters, volunteers and fundraisers, to quickly build rapport, and confidently liaise with people from all walks of life and backgrounds.
- Excellent telephone manner, a positive can-do attitude, and a passion for delivering exceptional supporter care and customer service.
- Experience using database systems, data entry and transaction processing, and bank reconciliation processes, and an exceptional level of attention to detail (Raiser's Edge experience, highly desirable).
- Excellent administrative skills with the ability to understand and process complex tasks and procedures, and sound knowledge of administrative tools and office systems including MS Excel and Word.
- Ability to manage numerous projects simultaneously using effective time management and prioritisation skills within a fast-paced environment, while also working autonomously on clearly defined projects, and in a small team.
- Ability to work outside standard office hours for key events and campaigns.
- Working with Children Check and Police Check.