

Supporter Relations Officer

PURPOSE OF THE POSITION

As part of the Supporter Relations team, you act as the primary point of contact for our supporters, and effectively share information with our donors on behalf of ChildFund Australia. As part of this role, you ensure the accurate & timely entry of data into our system and provide administrative support to the Supporter Relations team.

KEY DUTIES

- Manage inbound and outbound telephone calls
- Manage supporter-related phone, email and online enquiries
- Liaise with ChildFund Australia Country Offices and ChildFund International Country Offices to ensure supporter queries are answered promptly
- Inform supporters of any changes in the sponsorship status of the sponsored child and community
- Respond to and handle complaints from supporters
- Data entry of supporter information to ensure an accurate database as well as to record campaigns, fundraising and telemarketing responses
- Process supporter donations, update payment methods, and process missed instalments
- Update & process credit card & direct debit changes, and action supporter cancellation requests
- Assist with regular giving program administration, including creating new records and updating communication preferences
- Proactively call supporters for various retention campaigns (outbound calling)
- Understand & explain key aspects of our programs and how they relate to donations received
- Assist the Supporter Relations team by completing other administrative tasks as required e.g., printing, incoming/outgoing mail, scanning etc.
- *Promote and integrate gender equality, disability, and social inclusion into day-to-day work*

QUALIFICATIONS & EXPERIENCE

- Experience in customer service
- Experience with the accurate and timely entry of data
- Proven ability to work effectively under pressure
- Proficiency in the use of standard software applications
- Proven experience in office administration

DESIRABLE

- Knowledge and/or experience in using Salesforce
- Prior experience in a not-for-profit organisation
- Prior experience in a call centre
- Demonstrated understanding of gender equality, disability, and social inclusion

Remain alert and responsive to any child safeguarding or sexual exploitation, abuse, or harassment (SEAH) risks, acquire relevant knowledge and skills to promote strong safeguarding practices, understand the child safeguarding and PSEAH policy and procedures, and conduct yourself consistent with those policies.

SKILLS

- Analytical & detail-oriented
- Excellent customer service & communication skills
- Effectively manages multiple tasks simultaneously
- Exceptional written communication & drafting skills
- Adaptable & confident change champion
- Highly organised & efficient

CHILD FUND AUSTRALIA'S VALUES

Commitment to ChildFund Australia's values –
Respect, Integrity, Collaboration, Change,
Empowerment & Excellence

Department: Supporter Relations

Location: ChildFund Australia, Level 8, 162 Goulburn Street, Surry Hills NSW 2010

Employment: Full-time

Reports to: Supporter Care Manager

Other Information: Must have working rights in Australia.

Please apply at: <https://www.childfund.org.au/work-with-us/>





ORGANISATIONAL CONTEXT

ChildFund Australia is an independent international development organisation that works to reduce poverty for children in developing communities. We partner to create community and systems change which enables vulnerable children and young people, in all their diversity, to assert and realise their rights.

Our vision is a world without poverty where all children and young people can say: “I am safe. I am educated. I contribute. I have a future.”

ChildFund Australia directly manages and implements programs with a range of local partners in Cambodia, Laos, Myanmar, Papua New Guinea, Timor-Leste, Vietnam, and other Pacific nations, and manages projects delivered by partner organisations throughout Asia, Africa, and the Americas. Our work is funded through child and community sponsorship, government grants as well as donations from individuals, trusts and foundations, and corporate organisations.

ChildFund Australia is a member of the ChildFund Alliance – a global network of 12 organisations which assists almost 23 million children and their families in 70 countries. ChildFund Australia is a registered charity, a member of the Australian Council for International Development, and fully accredited by the Department of Foreign Affairs and Trade which manages the Australian Government’s overseas aid program.

HOW WE VALUE YOUR CONTRIBUTION

Remuneration Package

We aim to provide an overall remuneration package that is attractive and fair. Our remuneration framework ensures that we align to employment conditions and laws, and we benchmark against the local market to ensure we offer competitive employment conditions that are appropriate to our sector.

Leave

You will have access to 20 days of paid annual leave (pro-rated for part-time employees). You are also entitled to personal/carer’s leave, paid parental leave, long service leave and bereavement leave.

Flexible Working Arrangement

You will have access to flexible working arrangements. We encourage a culture of flexibility and enable conversation between yourself and your manager about maintaining work-life balance. If the position allows, employees can choose to work up to 2 days from home per week.

Salary Packaging

You will be eligible for salary packaging. As a Non-Governmental Organisation, our staff are eligible for salary sacrificing. The Australian Taxation Office (ATO) allows us to reimburse you for your personal expenses without having to pay any income or fringe benefits tax that would normally be payable. These tax concessions are in additions to the income tax free threshold.

Employee Assistance Program

In case you need help with personal, family or employment related matters you and your family will have access to free external, professional and confidential counselling assistance. UPRISE, our EAP system, combines multiple wellbeing initiatives to support your mental health and resilience.

Learning and Development

Our approach to learning and development will enable you to have the information, skills, and knowledge needed to do your job and to grow in your position. We build the capacity of our people and support you with on-the-job experience, coaching and formal training.

OUR VISION: A world without poverty where all children and young people can say: “I am safe. I am educated, I contribute. I have a future.”

OUR MISSION: We partner to create community and systems change which enables vulnerable children and young people, in all their diversity, to assert and realise their rights.

At ChildFund Australia you will be contributing to our programs which protect, educate, and empower children and young people.