

ROLE PURPOSE

Role Title: Donations & Database Support Coordinator

Division: Marketing and Fundraising, Public Affairs

Location: Sydney

Date: March 2024

Employment type: Full-time 5 days per week office based - Pitt St Sydney

Reports to: Donations & Database Manager

Number of direct reports: 0

Leadership Band: Leads self

Purpose of the role:

The Donations and Database Support Coordinator is part of the Donations and Database Team and will be responsible for taking inbound phone calls, updates to the Supporter database, processing donations, delivering best practice customer care to The Fred Hollows Foundation Supporters and Stakeholders.

The Donations & Database Support coordinator has shared responsibility for:

Provide back up to Inbound Call Specialist Role:

- Handling phone enquiries and updating supporter details.
- Handling Donations & Reply to FHF Inbox and updating supporter details.

Assisting Single Giving with:

- Processing one off donations
- Reconciling and preparing banking
- Ensuring the processing business rules are adhered to.
- Processing and filing of paperwork in office e.g. No Money and Follow Ups
- Setting up Estate records
- Facebook and Online Bequest Leads RE Status updates.
- Batch filing.

Assisting Regular Giving with:

- Processing and filing of paperwork in office.
- F2F and telemarketing complaints – logged in Team channel and respond to complainant by phone or email to advise we are investigating.

Assisting Donations and Database team with:

- Updating supporter details from query results
- Sending supporter letters and emails using templates
- Constructive contribution and collaboration with all colleagues
- Recording strategic feedback from our supporters

Our Capabilities:

As a member of The Foundation Family you will:

1. Live by the values of The Foundation and support The Foundation's culture, performance and brand.
2. Adhere to all The Foundation's policies and procedures.
3. Strengthen the health, safety and well-being of all/look out for the well-being.
4. Lead, collaborate and contribute in all interactions.



Skills:

- High level of data entry speed and accuracy
- Excellent customer service
- Excellent written and verbal communications skills with a demonstrated ability to effectively listen and ask questions
- Meticulous attention to detail and professionalism
- Strong time management skills and ability to meet deadlines
- Team commitment and collaboration

Essential Experience:

- MS Office – Proficiency in Excel, Outlook and Word
- Customer Service
- Working as part of a Team

Desirable Experience:

- Raiser's Edge or other CRM database
- Administrative or support roles
- Experience of working in the NGO sector

Qualifications: N/A

This position involves:

This position is not recognised as having "Contact with Children" either direct or indirect. This position does not involve Working with Children" either direct or indirect.

This role purpose defines the broad accountabilities of the positions, which may change based on organisational need. Please refer to the divisional, team and individual work plans for more specific details

To work in The Foundation, you will:

- Be eligible to work in Australia and other regions where you will be based.
- Undergo background check including criminal records and qualifications check.
- Undergo working with children check for positions that are identified as working with children

This role purpose defines the broad accountabilities of the positions, which may change based on organisational need. Please refer to the divisional, team and individual work plans for more specific details