



## **POSITION DETAILS**

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| Position Title:    | <b>Supporter Relations Coordinator (SRC)</b> |
| Reports To:        | Head of Fundraising                          |
| Commencement Date: | February 2012                                |
| Position Type:     | Full-time                                    |

### **MAIN PURPOSE OF POSITION**

The role is responsible for the whole running of the supporter relations activity and team, both in terms of planning, budget and implementation, including the direct responsibility of day to day tasks. This position plays a key role in ensuring the profitability of direct marketing programs by providing excellence in supporter relations and donation processing. The role coordinates the effective day to day processing and reporting of regular giving, direct mail and other donations for the growing donations area, including ensuring processes are performed according to procedures and service standards.

### **KEY ROLES AND RESPONSIBILITIES**

- Creating and/or implementing the systems and processes necessary for supporter relations activities, as well as supporting fundraising and community engagement activities.
- Ensure excellence in client service for inbound donation line calls, and other supporter calls and emails.
- Handle more complex incoming supporter enquiries and requests.
- Ensure systems support the timely and accurate actioning and reporting of all supporter comments and complaints, and advise the Fundraising and Community Engagement team of relevant trends.
- Coordinate the processing of donations through key fundraising programs and channels, including direct mail and regular giving, website and telephone channels, and ensure processing is performed according to procedures and service standards
- Management of the Supporter Services team and volunteers to ensure all work responsibilities are performed according to service standard and efficient donation processing and supporter services.
- Meet deadlines and quality standards for reporting requirements between ActionAid and external face to face supplier(s).
- Oversee and support the processing of donations and any other funds received including gifts in kind, receipting and banking on a daily basis.
- Be the main point of contact for the child sponsorship program, reviewing publications sent from Country Programs, working with AAI to develop systems and procedures to help reduce attrition by improving our service and communications for donors.
- Trouble shooting with child sponsorship teams working in Country Programs
- Ensure child sponsorship operational systems and processes including monitoring are running smoothly
- Participate in the regional network of supporter care to ensure AAA processes are in line with the Federation's processes and represent AAA at the annual international meeting for child sponsorship and supporter care.
- Work closely with the Data Analyst to ensure operations and processes are completed in a timely manner and data quality is maintained

- Ensure the efficient maintenance of donor files and electronic records, both on database and manual files as required, including records of all supporter liaison.
- Ensure the efficient monthly reconciliation of donor database and financial records.
- Ensure client service standards are met across different channels, including website, phone, regular giving, direct debit and other donations.
- Build a cooperative and competent team that adheres to ActionAid's values.
- Monitor the currency and appropriateness of receipt and other template donor letters.

## **KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED**

### **Essential**

- Demonstrated customer service experience and an ability to represent ActionAid to supporters in a professional manner.
- Good oral and written communication skills.
- Excellent numeracy skills
- Strong organisational and administrative skills.
- Strong attention to detail
- Ability to manage and prioritise tasks in a high volume work environment.
- Strong computer skills including knowledge of MSOffice applications particularly Word and Excel.
- Experience in working with donor databases such as Raiser's Edge.
- A 'can do' attitude and ability to supervise and support staff in a team environment.
- Commitment to ActionAid's mission and values.

### **Desirable**

- Experience working with a not-for-profit organisation.
- Tertiary education
- Experience in fundraising and direct marketing appeals
- Ability to analyse data
- Team management