



Position Description

JOB TITLE:	Donor Liaison Officer
DEPARTMENT:	Supporter Care
DIVISION:	Fundraising
REPORTS TO (TITLE):	Supporter Care Team Leader
LAST DATE REVIEWED:	August 2021

JOB SUMMARY

The Supporter Care team is responsible for building and maintaining excellent care of our donors and supporters by working closely with the Fundraising team and the wider organisation. The team aims to increase support through prompt, appropriate and well-coordinated communications and response handling to achieve Children's Cancer Institute's revenue goals, reduce supporter attrition and grow loyalty. The team also looks after activities relating to the Children's Cancer Institute's Regular Giving Program.

The Donor Liaison Officer provides a professional level of service to all Children's Cancer Institute supporters, members of the public and stakeholders (internal and external) in an efficient and courteous manner.

An awareness and adherence to PCI compliance and data privacy and the ability to demonstrate this during communication with our donors and supporters is of great importance in this role.

Communications and response handling are coordinated and managed through a central database for accurate record keeping and database maintenance. The team aims to deliver services within the standards of the Supporter Service Level Agreement.

The Donor Liaison Officer is responsible for taking inbound calls and making outbound calls to support the individual and regular giving programs, as required.

In addition, the Donor Liaison Officer is responsible for assisting with effectively and efficiently processing donations from all sources, processing returned mail, handling varied requests for information and general database maintenance to assist the Supporter Care Officers.

If you are someone who is passionate about our cause and wants to be part of the team bringing us one step closer towards finding a cure for childhood cancer, then we would like to hear from you. You will have the flexibility to work 8.30am to 4.30pm or 9.00am to 5.00pm.

PRIMARY TASKS / RESPONSIBILITIES

- Provide a professional level of customer service to all current and prospective donors as well as the general public across email, phone and mail communications.
- Answering calls from supporters and the public in a polite, empathetic and positive manner, while reinforcing the values of Children's Cancer Institute and adequately thanking individuals for their support.
- Respond to queries from existing donors by phone, email, fax or mail, regarding both their support of Children's Cancer Institute and informing them about our organisation and fundraising objectives.



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- Administer regular giving donors' declines calling campaign – Daily outbound calling to monthly donors whose payments have declined.
- Process all types of donations and amendments to Salesforce database by following agreed Standard Operating Procedures to reconcile monies received from supporters.
- Receipt and/or acknowledge all types of donations and inform key stakeholders of any significant donations/activities.
- Administer daily, weekly and monthly integrity checks within the database. Responsibility for accurate data entry of supporter profile (name, address and contact details) and actions/discussions ensuring excellence of data integrity.
- Ensure fast and appropriate responses and tracking of all enquiries and complaints.
- To work positively and cohesively as a key member of the Supporter Care Team, alongside the broader Fundraising team promoting the quality and competency of Supporter Care.
- Perform job functions in a team-focused approach, with the aim of meeting the strategic goals of the Fundraising Department and Children's Cancer Institute.
- Commitment to maintain agreed hours as relevant to ensure customer service levels maintained and the phones are manned.
- Work closely with the Finance Department and the rest of the fundraising team on a daily basis as and when required.

MINIMUM REQUIREMENTS

Experience and requirements

- Accuracy of data management
- Proven employment experience in a supporter care/ customer service/support role
- A clear, pleasant, professional and confident telephone manner
- Ability to quickly respond to situations as they arise
- An ability to multi-task, prioritise and manage your own workload
- Demonstrated ability to work effectively in a team environment and to work unsupervised
- Demonstrated problem-solving skills
- An ability to manage time effectively and meet established deadlines/targets
- An ability to thrive in a fast-paced customer service environment
- Computer literacy, particularly exposure to database packages
- Excellent listening & verbal communication skills
- Excellent attention to detail
- Ability to maintain confidential information
- Passion for our cause

Desired Skills/Experience

- Experience in the not-for-profit sector
- Experience with Salesforce database preferred



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EXPECTED OUTPUTS

- Ensure Supporters' donations, details and wishes are accurately recorded on Children's Cancer Institute supporter database and that they are thanked promptly and professionally
- Provide best practice supporter care
- Ensure an excellent level of service to Children's Cancer Institute supporters making donations and requesting information

Children's Cancer Institute policies applicable

- Code of Conduct/Ethics
- Whistleblowing
- Use of Electronic Resources
- Workplace Health & Safety
- Appropriate Workplace Behaviour
- Privacy
- Any other policies not listed here but are available on the Children's Cancer Institute Intranet Policies pages

SERVICE STANDARDS AND GENERAL EXPECTATIONS

- Respond to phone calls and emails within 48 hours
- Read internal communications within 48 hours
- Maintain up to date personal information in the HRIS (ConnX - Self Service) at all times

OUR VALUES

A is for **Accountability** and **Integrity**

C is for **Camaraderie**, **teamwork** and **Sharing**

E is for **Excellence** and **Success**

S is for **Satisfaction. The result of living our values everyday**

COMPLIANCE AND CODE OF ETHICS AND CONDUCT

Staff members are responsible for ensuring that they are familiar with and comply with their conditions of employment as stated in their individual contract, all Children's Cancer Institute Policies and Procedures and relevant ethical and regulatory guidelines. Staff must be aware that breaches by individuals will not be tolerated or condoned and may be subject to the Disciplinary Action Policy.

Your knowledge and awareness of Children's Cancer Institute Policies and Procedures (including the Code of Ethics and Conduct), will be monitored from time to time to ensure that our compliance program is effective.

Part of compliance adherence involves the use of standardised forms, checklists, and other aids (as appropriate) to ensure that important compliance issues are not overlooked. All forms must be used in accordance with instructions and the procedures as outlined in the relevant policies and procedures to ensure that compliance to the laws and regulations occurs.



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WORK HEALTH & SAFETY

- Must adhere to all WHS policies and procedures including reporting incidents within 24 hours
- Take reasonable care for their own health and safety and the health and safety of other people who may be affected by their conduct in the workplace
- Actively participating in health and safety meeting, training and induction programs
- Complying with all safe work procedures and instructions
- Use equipment in compliance with relevant procedures, without wilful interference or misuse
- Ensure that any hazardous conditions, near misses and injuries are reported immediately to the supervisor and in the WHS reporting system (Myosh)
- Must not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare

REPORTING STRUCTURE

Position reports direct to: Supporter Care Team Leader

Departmental Structure: See Organisation Chart

Note: *Reporting structure may change subject to management decisions and business requirements.*