

# Job Description

## Details

<b>Job title</b>	Supporter Services Coordinator	<b>Team</b>	Supporter Services
<b>Reports to</b>	Supporter Services Manager	<b>Job status</b>	Casual
<b>Direct reports</b>	Nil	<b>Hours</b>	Varied
<b>Effective</b>	October 2021		

## Our Vision and Mission

<b>Our Vision</b>	For every sick child to have the best possible health care, with access to world class research and clinical treatment in a healing environment	
<b>Our Mission</b>	We help save children's lives and work wonders for sick kids and their families	
<b>Our Values</b>	<b>Accountability</b>	We aim to deliver high impact results, are accountable for our actions and resources and communicate this openly and honestly
	<b>Recognition &amp; Respect</b>	We are respectful in all our interactions and committed to recognising others and valuing their contributions
	<b>Care</b>	We care for everyone we impact – the children always come first
	<b>Working Together</b>	We selflessly support and trust each other and our teams, share our ideas and goals, work hard, have fun and celebrate our achievements
	<b>Excellence &amp; Innovation</b>	We strive for excellence, encourage innovation and develop our skills to achieve our best

## Key Relationships

<b>Primary internal relationships</b>	Supporter Services Team Individual Giving Team Fundraising Teams Finance Team
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**Primary external relationships**

Individual donors, key stakeholders

## The Person

**Qualifications**

- Diploma or equivalent industry-relevant experience in an administration or customer service role

**Skills and Experience**

- 2+ years' experience of customer service, ensuring internal stakeholders' expectations are achieved and a superior level of care is provided
- Experience with end of day banking processes
- CMS/CRM experience highly desirable
- High level of competency with data entry experience
- Minimum alpha numeric speeds of 60 wpm or 12,000 ksh
- Proficiency with Word and Excel
- Exceptional time management skills
- Excellent customer service, administration and communication skills
- Ability to communicate at all levels
- High degree of accuracy and attention to detail
- Excellent phone manner and exceptional customer service skills
- Problem resolution and analytical skills (can show initiative)
- Willingness to share skills and tasks in a small team environment
- Ability to work within a small team environment
- Experience with communicating with supporters, donor and customer an advantage
- Previous exposure working Not for Profit Organisation an advantage

**Capabilities**

- Attention to detail
- Teamwork
- Stakeholder focus
- Adherence to privacy principles, and confidentiality requirements

## Job Purpose

**Primary purpose of role**

The Supporter Services Coordinator is responsible for accurate and timely allocation of gifts income into the CRM and receipting, general administration and, providing a superior level of donor care support for the Foundation.

## Key Responsibilities

### Processing & Donor Care

- Provide exceptional customer care to all donors on the Foundation's donor care phone line
- Process the mail and donations in accordance with current process and privacy / compliance requirements
- Responsible for ensuring returned mail is actioned in the database in a timely and accurate manner
- Ensure donor records are updated in an accurate and efficient manner and recorded appropriately
- Complete the banking requirements for each donation received
- Ensure receipts are sent in an appropriate timeframe in accordance with donors' requirements
- Outbound phone calls to donors regarding issues with donations and at times thanking and welcoming donors.
- Responsible for coordinating the end of day procedures
- Ensure appropriate backend support is provided for peer-to-peer fundraising
- Resolve any high-level issues in a timely and accurate manner with minimal impact on donor care

### Administration

- Support line manager with the daily administration tasks including filing, purchase orders, approvals, etc
- Assist line manager to review procedures and policies in accordance with the policy register
- Contribute to identifying opportunities to deliver internal efficiencies within daily processing tasks to increase process effectiveness

### General

- Build collaborative relationships across the organisation to understand and involve stakeholders, and to identify opportunities.
- Provide support across the Supporter Services Team, as needed.

### Work Health & Safety

- Adhere to all WH&S obligations under relevant legislation and Foundation policies.
- Report all known or observable hazards.
- Take reasonable care at work to ensure your own and others' safety.

## Competencies

<b>Problem Solving</b>	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious
<b>Informing</b>	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit and/or the organisation; Provides individuals information so that they can make accurate decisions; is timely with information
<b>Peer Relationships</b>	Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; Can solve problems with peers with minimum noise; is seen as a team player; easily gains trust and support of peers; encourages collaboration; can be candid with peers
<b>Functional Technical Skills</b>	Has the functional and technical knowledge and skills to do the job at a high level of accomplishment
<b>Organising</b>	Can marshal resources to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner
<b>Action Orientated</b>	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others

## Other Considerations

The Children's Hospital Foundation is committed to child safety. The Working with Children (Risk Management and Screening) Act 2000 requires that people who work with children in certain categories of employment undergo the 'working with children' check. All Foundation employees must be eligible for a Blue Suitability Card, issued by the Department of Justice and Attorney-General. The issue and maintenance of a positive suitability notice is a requirement for continued employment at the Foundation.