



Position Description

Position Title:	Cooridnator - Fundraising and Supporter Care
Last updated:	December 2018

Summary

This position provides key support to the ANTaR donor, fundraising and campaign programs.

The Fundraising and Supporter Care Cooridnato will undertake all administrative functions relevant to ANTaR database maintenance, appeal processing and donor support, as well as processing of merchandise orders and payments.

Being effective at planned routine contact with supporters by phone, email and direct mail with a focus on renewal, rentention and upgrading is a cornstone of this role.

This role supports our fundraising appeals by handling all the database functions in preparation for each appeal, coordinating the production of appeal mailings and inserts, volunteer cooridnation and general office duties.

Managing the booking process and providing customer care for community participation in our Hands Up! school and community engagement program.

Employment

This position is a part-time position for 21 hours per week. It is covered by the Social and Community Services (State) Award and classified as a Level 4 position.

Reporting relationships

Supervisor: Development Manager

Positions reporting to the role: N/A

Responsibilities and Duties

Income generation: Increase appeal income through routine supporter contact for Renewal, Retention and Upgrading.

- Complete planned routine communications with supporters selected as priorities for renewal, retention and upgrading. Including '2nd Step' regular monthly giver recruitment calls and second donation cash renewal.
- Methodical follow up with direct communication to supporters inbound and outbound.
- Supporting the preparation of appeals by:

- managing the mailhouse
- coordinating design and print
- ensuring database is up to date
- printing and mailing Major Donor appeal letters.



Program Coordination: Provide quality, professional experiences for stakeholders in our engagement activities.

- Facilitate the booking process of the Hands Program, supervise the organisation and maintenance of the Sea of Hands with volunteers, provide customer service to participants of the program.
- Assist with the promotion and organisation of ANTaR events, such as our Annual Trivia Dinner. Including completing venue and catering arrangements, processing bookings and other duties.

Volunteer Coordination:

- Drive the recruitment of volunteers for office support, help at community festivals such as Marrickville Festival and Yabun and for other events and roles as required.
- Induction and training of volunteers.
- Supervision of volunteers.

Administration:

- Maintaining the accuracy of the database and adding new contacts from various sources
- Processing, banking and issuing receipts for all donations
- Responding to donor queries
- Setting up and maintaining regular donor records and processing regular donations monthly
- Sending Welcome Packs to all new donors
- Processing all manual merchandise sales and payments
- Assisting Bookkeeper to reconcile finances at month-end by balancing database income records
- Providing information on donor numbers, performance and fundraising results
- Website maintenance duties to support donor communication
- Maintaining and updating policies and procedures related to the position
- Other general duties as required

Attributes and Experience required

- 2-3 years experience in a similar fundraising role is preferred.
- Knowledge and understanding of the issues relating to First Nations People.
- Persuasive and confident verbal communications.
- Excellent attention to detail – both written and numerical.
- Previous experience with CRM database systems in a fundraising context.
- Knowledge of fundraising principles, direct marketing and community fundraising techniques.
- Experience managing external suppliers, including printers and mailing houses.
- Excellent project management skills.
- Ability to manage multiple activities with defined deadlines.
- Ability to develop strong key internal and external stakeholder relationships.