

Supporter Care Coordinator Position Description

Reporting to:	Supporter Care Manager	Work location:	Melbourne CBD and WFH
Department:	Supporter Engagement	Budget holder:	No
Team:	Fundraising	Direct reports:	Nil

Here you'll make a difference

At Save the Children Australia, we attract bright and big-hearted people who are inspired to make a difference. Together, we are fearless in our pursuit of making lasting change for the children and communities who need it most.

The primary responsibility of the Supporter Care Coordinator is to be the voice of the organisation, caring for the day-to-day needs of our potential and existing supporters. The role requires a compassionate and empathetic supporter advocate who maintains the highest standard of customer service and understands our organisational need to remain agile to protect vulnerable children in need, respond quickly and effectively to emergencies, and to advocate for children's rights.

The Supporter Care Coordinator is process-driven, has a strong ability to multi-task whilst maintaining a high attention to detail, following prescribed processes while, at times, improvising when on the phone in a calm and clear manner. The incumbent will be curious and love thinking of creative solutions for everyday issues and work hard to reach a satisfying outcome that will help foster long-term loyalty and retention of our generous supporters.

Here your skills will be valued

Role requirements

- Support our donor base with their administrative needs in relation to their donations, including processing donations over the phone or by mail, updating payment methods, changing the amount or frequency of a regular gift or providing tax receipts
- Ensure timely and on-brand responses to inbound supporter queries via phone, email, postal mail and social media channels
- Conduct outbound calls to supporters on administrative matters relating to their donations
- Approach all tasks with a supporter-centric attitude, ensuring that the needs of the supporters are considered in everything we do
- Refer and escalate supporter feedback in line with prescribed processes
- Proactively contribute towards retention and fundraising targets as an active fundraiser, to help us continue our work into the future
- Confidently utilise key tools, systems and databases (e.g. our Supporter Database, computer systems and phone networks)
- Receive and process inbound postal mail, and prepare outbound mail to send
- Work with key communications stakeholders to maintain responses to frequently asked questions
- Establish and build strong working relationships with key internal stakeholders (e.g. Marketing, Analytics, Retail etc.) to facilitate implementation and adoption of campaigns
- Help connect our supporters with the beneficiaries of their donations and engaging them with our mission
- Act with diligence and integrity when handling sensitive supporter data, in alignment with established processes
- Contribute positively to the team environment, collaborate effectively to manage the shared team workload and respond to feedback in a positive and solutions-focussed manner

Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training

- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied

Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the [Child Safeguarding Policy](#) & [Code of Conduct](#)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes

All roles at Save the Children contribute to our impact for children.

At Save the Children, every role, whether in our programs or support services, plays a vital part in our impact for children. We are committed to creating a positive impact on the lives of children and their communities, and we value the contributions of every team member in achieving this vision.

Here you'll belong

It takes all types of people to do the challenging work we do. Here are some of the specific skills and experiences you'll bring in this role:

Essential knowledge or experience

- Demonstrated experience in customer service (customer facing or non-scripted call centre)
- Experience navigating computer systems and databases, such as a donor management platform or CRM software
- Demonstrated ability to build relationships with a diverse range of people
- Excellent written and verbal communication skills
- Experience with repetitive work whilst ensuring attention to detail, accuracy, and adherence to prescribed processes
- Strong computer literacy (Microsoft Office, Teams, spreadsheets, databases, Microsoft Outlook)
- Ability to comprehend and retain prescribed processes
- Autonomous ownership of deliverables and proactive status updates
- Strong prioritisation, time management and organisational skills

Desirable qualifications or experience

- Qualification, accreditation, or professional experience pertaining to the fields of customer service, international aid and development, child safeguarding or working with children, communications or branding, marketing or fundraising

Additional Information

- Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- Save the Children Australia is an Equal Opportunity Employer

Driver's Licence: Not Required

Travel: Nil

Working with Children Check: Required

Assets: Nil