

## Supporter Care Coordinator Position Description

<b>Reporting to:</b>	Supporter Care Manager	<b>Work location:</b>	Carlton, VIC and WFH
<b>Department:</b>	Supporter Engagement	<b>Budget holder:</b>	No
<b>Team:</b>	Fundraising	<b>Direct reports:</b>	Nil

### Role Purpose

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 has a strong ability to multi-task while working nimbly and accurately, following prescribed processes while, at times, improvising when on the phone in a calm and clear manner. The incumbent will 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.

### Key Areas of Accountability

#### Role requirements

- Proactively contribute towards retention and fundraising targets to help us continue our work into the future
- Ensure timely and on-brand responses to inbound supporter feedback
- Refer and escalate supporter feedback in line with prescribed processes
- Work with key communications stakeholders to maintain responses to frequently asked questions
- Handle inbound and outbound supporter communications
- Maintain a supporter centric and customer focused approach
- Establish and build strong working relationships with key internal stakeholders (i.e. 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
- Utilising key tools (such as our customer relationship management system, and the email and phone networks) to support the processing of regular monthly donations according to the Supporter Care Team Operations Guide
- Monitor Save the Children Australia social media channels and respond to social media community comments and queries in a timely fashion and in accordance with organisational policies

#### Health, safety, security, and risk management

- Be a role model for safety and security, including complying with all safety instructions and training given at the workplace
- Act in a safe manner at all times, including complying with all safety instructions and training given at the workplace
- Participate in, and contribute to, health and safety awareness and improvements
- Report all incidents, injuries and potential hazards in a timely manner
- Be aware of, and consider, the risks associated with your team's everyday work and ensure appropriate 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 Code of Conduct and child safeguarding and protection policies and standards (click [here](#) to view further details)
- 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

### Person Specification

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#### Essential knowledge or experience

- Demonstrated experience in customer service
- Experience working with donor database or Customer Relationship Management system
- Customer and solution focused with the ability to liaise with a diverse range of people
- Strong computer literacy (Microsoft Office, spreadsheets, databases, Microsoft Outlook)
- High levels of attention to detail, accuracy, and quality
- Ability to comprehend and retain prescribed processes
- Autonomous ownership of deliverables and proactive status updates
- Strong prioritisation, time management and organisational skills
- Excellent written and verbal interpersonal skills
- An active team player, contributing to the wider activities and functions of the fundraising team and the organisation

#### Desirable knowledge or experience

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

### Additional Information

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- Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and, where required, 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

<b>Driver's Licence:</b>	Not required	<b>Travel:</b>	Nil required
<b>Working with Children Check:</b>	Required	<b>Assets:</b>	Laptop
<b>Classification Level:</b>	Individual agreement		