

Supporter Care Administration Officer

Position Description

Date: Monday, 4 September 2023

The organisation

As Australia's only national bird conservation charity, we are on a mission to put birds and nature on the path to recovery within a decade, leading and facilitating action that halts biodiversity loss and restores ecosystems. We can only achieve this with the help and support afforded to us by our diverse stakeholders including supporters, campaigners, donors, members and like-minded conservation organisations.

BirdLife Australia takes a science and evidence-based approach to bird conservation. Where strong conservation plans are in place and well-resourced the evidence tells us that threatened species can be brought back from the brink of extinction. With a 100-plus year history and Australia's strongest and longest-lived collection of data and surveys, BirdLife Australia brings a wealth of observation and experience to the protection of native birds.

BirdLife Australia is a diverse organisation with more than 330,000 supporters, donors, volunteers, campaigners and members, over 130 staff across Australia, and a network of more than 40 voluntary community groups.

A significant part of BirdLife Australia's work is done by volunteers acting either alone, in organised groups or serving on Committees. It is important that all staff understand and appreciate the contribution made by volunteers, and are also mindful of their varying skills, interests and motivations.

BirdLife Australia acknowledges the important role First Nations People throughout Australia have played, and continue to play, caring for Country. We acknowledge their continuing connection to land, sea and community and pay respect to Traditional Owners and their cultures, and to their Elders both past and present. BirdLife Australia endeavours to facilitate the further engagement of Indigenous Australians in the research and conservation of our native birds.

The role

Position title

Supporter Care Administration Officer

Position Objective

The Casual Supporter Care Administration Officer is the first point of contact for supporters, delivering high quality customer care, and processing donations and memberships. With excellent privacy

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compliance, data integrity, and attention to detail, this role contributes to BirdLife's income generation and supporter engagement.

Status

This is a casual position, rostered throughout the year and flexed up during peak campaign periods (May, June, July, November and December).

Staff reporting

None

Remuneration / Job Level

Level 1, Grade 1 (*As per published Level / Grade Remuneration Scales*)

Location

This is a casual position to be worked from the BirdLife Australia National Office, Carlton, Melbourne

Reporting

This position reports to the Team Coordinator Supporter Care

Key relationships

Internal: Development, Engagement and Communications Department, Conservation team, Finance and Corporate Services teams and BirdLife networks.

External: BirdLife Australia donors, members and supporters; suppliers; service providers

Travel requirements

None

Duties

Supporter Care

- Act as the 'first port of call' for all supporter enquiries via phone, mail and email
- Triage enquiries and ensure timely and appropriate responses to supporter feedback and queries
- Deliver excellent customer care utilising active listening skills, empathy and confidence to appropriately resolve complaints
- Manage organisational supporter inboxes and phone lines, inbound and outbound calls ensuring all communications are accurately recorded on the CRM
- Redirect and escalate issues to the appropriate staff members
- Maintain and update common responses and FAQ documents
- Conduct fundraising and engagement calling campaigns including regular giving reactivation and conversion calls and high value thank you calls

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Donation, membership processing and administration

- When rostered, collect postal mail from the post office and deposit cheques at bank branch
- Process cash, cheque, direct debit and credit card donations, ensuring accurate data entry, processing and receipting in a timely manner
- Import, process and allocate payments made via the website and third-party online portals
- Match donations to bank reconciliation, ensuring each donation, is attributed to correct fundraising and engagement budget codes
- Issue receipts, welcome packs, bequest brochures and membership subscription renewals
- Prepare and send communications as part of the payment declines/delinquency process
- Support the processing of recurring regular donations and membership payments

Active team member

- Work with colleagues to share workloads during peak periods
- Demonstrate and model BirdLife mission, values and behaviours
- Comply with BirdLife Policies and Procedures and observe all legal requirements
- Cultivate productive and collaborative working relationships with colleagues and external stakeholders
- Perform other duties as directed by your manager or team lead from time to time

Selection Criteria

Essential

- Relevant experience working in a supporter or customer facing role
- Excellent customer service skills and telephone manner
- Capability to discuss and resolve queries and complaints with supporters with good humour and flexibility knowledge of best practise
- Sound written, oral and interpersonal communication skills, including the ability to champion BirdLife Australia and its mission
- Ability to build rapport with the diverse range of BirdLife Australia supporters, volunteers, members and donors
- Excellent attention to detail
- Experience working with and understanding of CRMs and managing donor / customer data
- Discretion, tact and an understanding of privacy issues and ability to manage confidential and sensitive information about both the organisation and its supporters
- Strong planning, time management and organisational skills and ability to multi-task and meet deadlines
- Reliable, cooperative and collaborative team player
- A willingness and capacity to work flexible hours
- Ability to work well with minimum supervision, prioritise and be delivery focused

Desirable

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- Previous experience working or volunteering with a member-based, not-for-profit conservation organisation highly regarded
- An understanding of the role of fundraising and engagement for a not-for-profit and a desire to work in the sector
- Some knowledge and interest in environmental, ecological or avian issues

Workstyle, attributes, and attitudes

- Motivated by collaboration and collective success
- Flexible and adaptable
- The ability to inspire and motivate others
- Openness to change, receptiveness to new ideas
- A team builder and team player
- Works positively, effectively and sensitively with a wide range of people
- Takes responsibility and exercises initiative
- Reliable and responsive Adaptable working styles

Living our Values

- Promote and role model appropriate behaviours that support BirdLife Australia's culture and values.
- Actively demonstrate organisational values.

<i>Passion</i>	<i>Excellence</i>	<i>Leadership</i>	<i>Collaboration</i>	<i>Integrity</i>	<i>Impact</i>
We bring people together around a love of nature	Science and knowledge is at the centre of everything we do	We empower and inspire people to lead with courage and purpose	We embrace diversity and work in partnership with mutual respect	Our success is based on experience, honesty, trust and fairness	We think globally, lead nationally and act locally

OH&S statement

Employees and potential employees should be aware that the requirements of the position include, but are not limited to:

- Limited attendance at evening or weekend meetings
- Possible driving for extended periods and interstate travel
- Long periods of sedentary desk and computer duties and telephone use
- Possible lifting and moving of heavy equipment and objects
- Overnight and weekend work in the field and at conferences