

POSITION DESCRIPTION	
<i>Supporter Care & Administration Officer</i>	
Role reports to:	Fundraising Operations Manager
Status:	Full-time, Monday to Friday business hours
Approved By:	Foundation Director
Approved Date:	June 2021

Overview

The Supporter Care & Administration Officer is part of the Fundraising Operations team within LifeFlight Foundation ("LFF").

The Fundraising Operations team is responsible for providing support in the following functions for the Foundation:

- Supporter Care & Service
- Data & Administration Support
- Business & process improvement

This role also works closely with our Fundraising, Philanthropy and Community Engagement teams in addition to the LifeFlight Finance & IT departments.

Responsibilities

Be a proactive member of the Fundraising Operations Team to deliver the following support functions:

Financial, Transactional & Supporter Care

- Processing all fundraising transactions from supporters, events, major gifts, bequests, sponsors, fundraising suppliers and call centres inclusive of data entry/imports, banking and receipting.
- Providing a supporter centric experience for all supporter interactions via multiple channels including events, inbound enquiries, complaints management, website donations etc
- Managing the day-to-day connection with the LifeFlight Finance team to ensure efficient & effective transfer of information to support financial requirements of the organisation.
- Ensuring receipting process functions meet internal, external and legislative compliance requirements

Data & Information Support

- Data entry and administration support utilising our Salesforce CRM.
- Act as subject matter expert in relation to Salesforce operations and assist other members of the Fundraising Operations team.
- Playing an active role in the delivery of timely data services and support to the organisation to meet business deliverables, this includes:
 - Export of data to support fundraising program execution
 - Import of data to central systems
- Database Administration & Data Quality
 - Ensuring data is maintained to a high standard
 - Maintain accurate donor information minimising duplication
 - Providing support to staff on data capture in line with best practice

Business & process improvement

- Supporting the implementation of process improvements across LFF with a focus on end-to-end efficiency & working with fundraising programs leaders to bring a whole of business activity view
- Provide SME support for LFF and LFA projects or process improvements as appropriate
- Leverage your Salesforce experience to deliver on process improvement.

Management of supplier & internal relationships

- Liaise with internal staff, suppliers and partners as required;
- Effectively communicate with stakeholders and ensure all queries or requests are dealt with in a timely manner;
- Ensure actions comply with internal and external controls and regulations;

Work to the required standards

- At all times comply with safety, risk, environmental and any other standards, and demonstrate safety behaviours consistent with LifeFlight’s Safety Policy;
- Uphold and promote LifeFlight Australia’s vision, mission and core values;
- Adhere to all company policies and procedures;

Perform other duties as directed by the Fundraising Operations Manager or other designated authority.

Performance indicators

- Database/entry accuracy and integrity
- Positive stakeholder feedback
- Prompt resolution of supporter enquires, queries and/or complaints

Required Skills, Experience and Education

Essential:

- A minimum of 2 years of experience working with Salesforce CRM
- Demonstrated experience in a similar role or similar team
- Experience of working with multiple stakeholders
- Understanding of fundraising programs and the end-to-end processes involved
- Extensive knowledge of Microsoft Word & Excel
- Ability to multitask
- Highly organised with strong attention to detail

Desirable:

- Experience working in a Fundraising environment

Employee Acknowledgement

I have read, understood and accept the above responsibilities and expectations of this role.
I acknowledge that this document may be updated in accordance with changes to the business needs and requirements of my role.

Name	Signature	Date

