

ACCOUNTABILITY AND OUTCOME STATEMENT

Title	Supporter Services Coordinator
Department	GA Foundation
Location	Melbourne
Classification	Level 3
Tenure	Part-time 0.8 (30 hours)
Accountable to	Director – GA Foundation
Direct Reports	Nil
Stakeholders	<p>Internal</p> <ul style="list-style-type: none"> GA Foundation team Communications and Marketing team ICT & Finance teams Greening Australia staff <p>External</p> <p>Existing and prospective donors</p> <ul style="list-style-type: none"> Trust & Foundations Mid-level donors Major donors General donors Bequest donors Members
Portfolio Scope	The Supporter Services Coordinator will provide consistent and solid support for the work of philanthropy team by providing great service to donors as the first point of contact, as well as efficiently and diligently managing the donor database.
Key Position Accountabilities and Outcomes	<p>Key accountabilities and outcomes for the position include:</p> <p>1.) Deliver an excellent supporter journey through contact with donors to maintain and grow members and donors.</p> <p>This role is customer facing and often the first experience that our donors and members have with Greening Australia. The position is accountable for ensuring that our supporter's journey and their experience with GA makes them feel highly valued. This is achieved through:</p> <ul style="list-style-type: none"> Timely and accurate processing of funds, receipting, acknowledgement, supporter

	<p>renewals, upgrades, thank you letters and phone calls.</p> <ul style="list-style-type: none"> • Receiving and responding to incoming donor communications (email, phone, website) <p>2.) Comprehensive and accurate data management in Greening Australia's CRM system.</p> <ul style="list-style-type: none"> • Day to day updating of donor records, processing funds, memberships and other data as required. • Accurate and timely recording of data in line with GA business practices with donor experience top of mind • Setting up and applying business rules for data integrity and reporting etc • Constant improvement with new processes with the CRM to facilitate better understanding of donors and allowing for a smoother donor journey <p>3.) Undertake CRM reporting, analysis and insights to inform the fundraising program. Work with the team to improve the CRM usability including application of best practice.</p> <ul style="list-style-type: none"> • Regular reporting from the CRM on the success of appeals, acquisitions, major donations, and regular giving cancellations • Analyse trends in the data and provide insights for the team to improve our success. • Coordinate improvements to the CRM and support the Foundation team to ensure application of best practice, accurate usage and development of standard operating procedures <p>4.) Coordinate DGR compliance reporting within state and federal regulations for fundraising</p> <ul style="list-style-type: none"> • Fundraising reports for DGR gift committee, campaign committees and fundraising staff • Prepare and lodge REO annual returns and state fundraising licences <p>5.) Event Coordination</p> <ul style="list-style-type: none"> • Support the team as necessary in event coordination including prospecting events and donor tours
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	6.) Other activities as directed by the Director Foundation to further the goals of the GA Foundation
Position Requirements	<p>Essential</p> <ul style="list-style-type: none"> • Qualifications or relevant experience in data management, fundraising, supporter services or related field • 1-3 years relevant experience in a database and customer service role • Strong internal stakeholder management skills • Attention to detail and demonstrated ability to accurately process data and meet deadlines • Experience in using a Constituent Relationship Management (CRM) system • Proficient in Office suite <p>Desirable</p> <ul style="list-style-type: none"> • Knowledge of current trends in charitable giving in the areas of appeals, major gifts and bequests • Understanding of the environmental sector within a not-for-profit framework an advantage
Demonstrated Competencies	<p>The successful achievement of the accountabilities and outcomes require competencies across the following:</p> <ul style="list-style-type: none"> • Adherence to Greening Australia values and behaviours • Donor relationship focus: Donor relationship experience that drives retention and growth. Will always put the donor first • Attention to detail: Accurately record donor interactions, actions and results in the CRM • Results driven: Meet financial and non-financial KPIs • Communication and Reporting: Excellent communication skills including verbal, interpersonal and writing skills • Integrity and Accountability: Always takes ownership of tasks given and sees them through to completion • Problem solving and decision making: Takes action to find solutions • Team Player: Recognise the value of teamwork and collaboration for greater impact

	<ul style="list-style-type: none"> • Safety, health, and well-being: Apply GA standards of health and safety to all activities
Key Annual Performance Requirements	KPIs are determined each year as part of an annual Performance Planning and Review process with quarterly tracking.