

Islamic Relief Australia

Job Description

POSITION:	Receptionist & Donor Services Officer
LOCATION:	Auburn, NSW
REPORTING TO:	Supporter Relations Coordinator and Assistant Accountant
EMPLOYMENT STATUS:	Full-time
DIRECT REPORTS:	Volunteers

ABOUT ISLAMIC RELIEF:

Islamic Relief is an international relief and development agency striving to alleviate poverty and suffering around the world regardless of race, political affiliation, gender or belief. Established in 1984 in response to the widespread famine in Africa, Islamic Relief has grown to be a well-known and respected aid agency providing disaster relief and supporting the sustainable development of vulnerable communities in over 40 countries. Islamic Relief is a member of the UK Disasters Emergency Committee (DEC) and is an implementing partner for DFID, ECHO, the World Food Programme and UNHCR.

Islamic Relief Australia (IRAUS) is member of the global Islamic Relief group of collaborating relief organisations that share a common vision, mission, and family identity, and all of which use the term “Islamic Relief” as part of their organisational name. Islamic Relief Australia has an annual turnover of approximately \$10 million and employs 19 staff and over 150 volunteers throughout Australia to support local and international emergency, welfare and development projects, as well as fundraising and advocacy work.

Islamic Relief Australia has a diverse portfolio of humanitarian, welfare and development projects being directly implemented by Islamic Relief staff and volunteers or through partnerships with local not-for-profit and community based organisations. A new five year Program Strategy has being approved with a focus on humanitarian and development projects internationally and within Australia.

Islamic Relief Australia is an active member of the Australian Council for International Development (ACFID) and adheres to the ACFID Code of Conduct which defines minimum standards of governance, management and accountability of development for non-government organisations (NGOs).

PURPOSE OF THE POSITION:

The main role of the Receptionist & Donor Services Officer is to deliver excellent support services to our donors and act as our main receptionist. You will be responsible for providing customer service to current and potential donors and executing donor related administration tasks. Reporting to the Supporter Relations Coordinator and the FCR Director.

Secondly, you will be supporting the corporate services team with providing an excellent office environment and support to the executive team with administration duties and reporting to the Assistant Accountant and Director of Corporate Services.

All IRAUS positions are required to work in respect of Islamic Relief’s vision, mission and values, and demonstrate our principles of humanity, honesty, respect and fair treatment towards all internal and external stakeholders.

KEY ACCOUNTABILITIES:

1. Act as the main receptionist for our head office.
2. Delivering excellent donor services.
3. Delivering excellent office admin support.
4. Provide executive assistance.

KEY RESPONSIBILITIES AND DUTIES

1. Reception duties

- Open and Close the reception desk
- Ensure tidy and welcoming office environment
- Organize and prepare the meeting rooms
- Answer the main phone and respond to the info email account.
- Handling office mail and phone.
- General administration tasks

2. Donor Services (Supporter Relations):

- The donors 'first port of call' for all enquiries.
- Providing excellent customer service to current and potential donors
- Handling all donor enquiries: walk-ins, telephone and email
- Handling donations and cash box as well as bank deposits.
- Donation Processing and CRM data entry- Supporting Data Base Administrator.
- Inbound and Outbound calls as part of the donor services requirements.
- Deliver outstanding Supporter Services.
- Maintain accurate database records and perform updates to donor profiles and donor acknowledgements.
- Working to high standards to ensure donor communication is delivered promptly and accurately.
- Process donations, ensure timely and accurate data entry.

3. Office Administration

- Procure office consumables e.g. Coffee, stationery etc.
- Liaise with preferred travel provider and procure travel/accommodation as required
- Organising catering and booking for external meetings and internal functions
- Filling out documents
- Sending flowers
- Maintaining office in order
- Postal services

4. Executive Assistance:

- Support the CEO and Executive team with arranging meetings with internal and external stakeholders
- Receive and distribute key messages for the CEO

KEY RELATIONSHIPS AND AUTHORITY

- Member of the Fundraising and Community Relations (FCR) Team;
- Supporting the Executive Team

SKILLS, EXPERIENCE AND QUALIFICATIONS

1. Knowledge, Skills and Qualifications

- Any qualifications in administration, customer service, marketing, communications, community development or other relevant field will be advantages
- Minimum of 2 years' experience in customer/supporter services/relationship management role.
- Experience working with a relational database or other data management systems.
- Excellent time management and organisational skills
- Excellent written and verbal communication skills in English. Additional relevant language skills will be highly regarded;
- Cross cultural communication skills and knowledge of Islamic faith values;
- Knowledge of best practice donor care and maintaining a donor centric methodology to enhance donor satisfaction.
- Proven high level of customer service and relationship building skills.
- Excellent computer literacy and knowledge of Microsoft Office Suite
- Previous experience with the Raisers Edge CRM will be an advantage.

2. Experience

- Experience in providing high level of customer service and relationship building work.
- Experience in office administration and / or data entry work.
- Demonstrated experience in:
 - Various software applications including Office 365, Word, Excel and PowerPoint.

3. Personal qualities

- Highly ethical and respectful towards the organisation's values and culture, its staff, volunteers and all stakeholders;
- Ability to cultivate and maintain effective teamwork and collaborative relationships;
- High level of accountability and transparency;
- Can do attitude and positive outlook
- Dependable and timely

Signed by: _____ (Line Manager) Date: _____

Signed by: _____ (CEO) Date: _____