

Animal Welfare.
Worldwide.



SUPPORTER SERVICES COORDINATOR

Department: Supporter Relations & Data
Location: Glebe NSW (Gadigal Country)
Reports to: Supporter Relations & Database Manager
Full time/Part Time: Full Time
Number of direct reports: Nil

About FOUR PAWS

FOUR PAWS is the global animal welfare organisation for animals under human influence, which reveals suffering, rescues animals in need and protects them. Our programs and campaigns focus on stray dogs and cats, companion animals, farm animals, wild animals kept in inappropriate conditions and animals affected by disasters and conflicts. In our sanctuaries, we provide a safe home for rescued big cats, bears, orangutans and elephants around the world.

Our vision is a world where people treat animals with respect, empathy and understanding. Find out more about our sustainable campaigns and projects at www.four-paws.org.au

About the position

Reporting to the Supporter Relations and Database Manager, this role is responsible for providing warm, friendly, informed, and energetic interactions with FOUR PAWS supporters and members of the public via email, mail, phone and online. In addition, this role is responsible for accurate and effective use of the supporter relationship database (CRM) and for providing efficient and reliable administrative support.

The Supporter Relations Coordinator communicates with passion, inspiring supporters and the public about the work of FOUR PAWS in protecting the welfare of animals.

Applicants must have the right to live and work in Australia to be considered for this role.

Key areas of accountability

- Develop and maintain excellent supporter relations by giving a high level of customer service, utilising developed listening skills, attention to detail and empathy
- Inspire supporters to retain or upgrade their financial support to FOUR PAWS, using a range of telemarketing techniques
- Support the Communications Team with social media community management
- Manage printing and distribution of a high volume of outgoing mail to supporters
- Maintain and update common responses and FAQ documents
- Process and manage a high volume of financial transactions accurately and effectively, ensuring timely data entry, processing and receipting
- Fulfil debit and banking requirements to process regular donations as quickly as possible
- Oversee the filing and archiving of financial records
- Support with monthly pledge run & run monthly debit when required
- Import, process and allocate payments made via third-party online portals
- Respond to public information enquiries using templates and material provided
- Continually liaise with FOUR PAWS Campaigners to ensure up-to-date knowledge of current issues within FOUR PAWS campaigns and projects
- Training, scheduling, and managing volunteers and ensure they feel valued
- Oversee stock take of outgoing merchandise, stationary and office materials.
- Prepare outgoing mail for collection and distribute incoming mail to colleagues
- Demonstrate and model FOUR PAWS mission, values and behaviours
- Communicate in a professional, respectful and constructive manner

Qualifications and experience

Essential

- Experience using customer relationship databases and demonstrated high-level accuracy in data entry and data verification.
- Demonstrated experience in supporter / customer service phone calls, with confidence in handling objections
- Demonstrated high level interpersonal and communications skills, and experience working with a broad cross section of people
- Demonstrated ability to upgrade or secure donations/sales from a broad range of customers or supporters
- Demonstrated experience and working knowledge of quality supporter / customer service
- Demonstrated high level skills in wide range of software; e.g. Word and Excel
- Strong work ethic, flexible, adaptable and willing to learn
- Commitment to and passion for FOUR PAWS and its mission

Desirable

- Previous experience in similar role in a not-for-profit highly desirable but not essential
- Previous experience working in a global organisation a bonus
- Working experience with Salesforce and/or Marketing Cloud

How we value your contribution to animal welfare

FLEXIBLE WORK	Access to flexible and family-friendly work arrangements with the option of part time remote work. Agreements reached with your manager regarding flexitime, adjusted working hours and location are encouraged to maintain work-life balance.
SALARY PACKAGING	As a registered charity, we offer our employees salary packaging to maximise take-home salary and tax savings, through a range of fringe benefits including Meal and Entertainment packaging.
ONBOARDING	With our virtual onboarding program, everyone is supported through the initial weeks at FOUR PAWS and welcomed into the global team.
COLLABORATION	We celebrate our successes, collaborate globally, and offer virtual meeting experiences. We are a multinational team with the spirit of being ONE FOUR PAWS.
DOG FRIENDLY OFFICE	As a team of animal lovers, we encourage you to bring your furry friend to the office.
DIVERSITY & EQUAL OPPORTUNITY	FOUR PAWS is committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants. We actively encourage Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people, people with disability and others, to join us. We welcome everyone who wants to support our mission.
GREEN APPROACH	We strive to reduce our ecological footprint and take measures, amongst others, such as the reduction of business trips, flexible mobile working offers, cooperation with ecologically oriented partners, conscious use of resources, and promoting sustainable commuting.
LEARNING & DEVELOPMENT	Your development is important to us: offering dedicated time in your work week, using FOUR PAWS eLearning platform, and external opportunities as agreed in your development plan. We build the capacity of our people and support you with on-the-job experience, coaching and formal learning.
LEAVE	You will have access to 20 days of paid annual leave each year (pro-rated for part-time employees), additional paid leave between the Christmas and New Year period. You will also have access to other types of leave such as personal, parental, long service, family violence, supplementary, community service, compassionate and cultural leave for employees with commitments under Indigenous custom, traditional law and cultural practice.