



## POSITION DESCRIPTION

*everyone's family*

General Information	
<b>Position Title:</b>	Customer Administration Coordinator Part Time Position
<b>Incumbent:</b>	
<b>Function &amp; Team/Program:</b>	Fundraising
<b>Location(s):</b>	National Office
<b>Manager's Position Title:</b>	Team Leader, National Office, and Customer Administration
<b>Manager's Name:</b>	Kelly Slater
<b>Date Prepared:</b>	26/09/2025
<b>Prepared By:</b>	Kelly Slater & Dylan Rose
<b>Approved By:</b>	Dylan Rose

Primary Purpose of this Position <i>(In one sentence - why does the role exist?)</i>
This position will provide administration support to the National Admin team to enable high quality customer care of processing correspondence from Sponsors to students. Specifically, through the processing of physical correspondence and physical Birthday Packs from our Sponsors to their students. Importantly, this role will enable the National Administration team to meet requirements of correspondence KPI's in relation to sponsorship correspondence to their students. They will also support the National Admin where necessary by assisting with Admin enquiries and covering reception.

<b>Scope</b> This position is responsible for handling physical correspondence and Birthday Packs. Also they will assist with any tasks that may be required to process incoming and outgoing mail and to support the Customer Administration Team.	
Direct Reports to this Position By Position Title	Indirect Reports Total Number
n/a	n/a
Financial Dimensions controlled by this Position <i>(Include key financial metrics such as revenue growth, income &amp; expense budget, etc)</i>	
Direct control	Indirect control
N/A	N/A
Other Dimensions of this Position	

Setting Priorities <i>(how is work prioritised)</i>	
How often does employee prioritise their own work? Eg. Daily, weekly, monthly, annually, other	Daily

How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	n/a
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<b>Key Relationships (Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)</b>	
<b>Internal</b>	<ul style="list-style-type: none"> <li>• National Office Customer Administration Team</li> <li>• Database Maintenance and Care</li> <li>• Customer Support Team</li> <li>• Customer Engagement Team</li> <li>• Scholarship Team</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• n/a</li> </ul>

<b>Key Decision Making in this Role (What are the key decisions and recommendations made in this role?)</b>
Decisions Expected
Recommendations Expected <ul style="list-style-type: none"> <li>• N/A</li> </ul>

<b>Key Responsibilities / Accountabilities (List the major areas from largest % of job to smallest)</b>	
<b>Major Area: Processing Correspondence from Supporters to Students on the program</b>	<b>% of Job: 90%</b>
<ul style="list-style-type: none"> <li>• Checking and processing correspondence from Sponsors to Students in a timely manner</li> <li>• High Accuracy and attention to detail in all checks.</li> <li>• Timely response to enquiries from Customer Support and Customer Engagement Teams</li> <li>• Maintain accurate record keeping in relation to correspondence as per the Customer Admin Processes and Procedures.</li> <li>• Assisting with runs of correspondence - Bulk import data in connect and export labels.</li> <li>• Email weekly contact lists to Customer Engagement team.</li> <li>• Assisting with Administration enquires.</li> </ul>	
<b>Major Area: Assisting with Mail Table</b>	<b>% of Job: 10%</b>
<ul style="list-style-type: none"> <li>• Assisting with any tasks that are required to process the incoming and outgoing mail.</li> </ul>	

<b>Key Challenges in Achieving Goal(s): (What are the key challenges faced by this role in meeting goals/objectives)</b>
<ul style="list-style-type: none"> <li>• N/A</li> </ul>

<b>Qualifications, Experience and Competencies: (What background, knowledge, experience or competencies are required to perform the role at the expected level?)</b>		
<b>Education /</b>	<b>Essential</b>	<b>Desirable</b>

<b>Qualifications / Memberships:</b>	<ul style="list-style-type: none"><li>• Intermediate Microsoft Word and Excel competencies minimum</li></ul>	N/A
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<b>Experience:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Strong administration skills</li> <li>• Strong attention to Detail.</li> <li>• Strong Relationship building Skills.</li> </ul>	
<b>Competencies:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Good general administration skills.</li> <li>• High-level oral and written communication skills.</li> <li>• Problem solving skills and attention to detail.</li> <li>• Database experience and good computer skills (MS Office applications), with a high-level of accuracy.</li> </ul>	<ul style="list-style-type: none"> <li>• High level competency in typing skills</li> <li>• Time management</li> <li>• Ability to work autonomously and as part of the Customer Admin Team.</li> </ul>