



## JOB DESCRIPTION

<b>JOB TITLE:</b>	Supporter Relations Officer – Donor Facing
<b>DEPARTMENT:</b>	Supporter Relations - Engagement
<b>JOB HOLDER:</b>	
<b>REPORTS TO:</b>	Supporter Relations Assistant Manager – Donor Facing
<b>STATUS:</b>	Permanent full time – 1.0 FTE

### **JOB PURPOSE**

The Supporter Relations Officer - Donor Facing is responsible for performing critical donor facing tasks between our organisation and its current and potential supporters, ensuring that our supporters receive the best possible care and service at all times.

The Supporter Relations Officer - Donor Facing is responsible for handling inbound phone calls and emails, which address all requests, issues, complaints and inquiries while keeping supporter satisfaction at the core of every decision and behaviour.

### **DIMENSIONS**

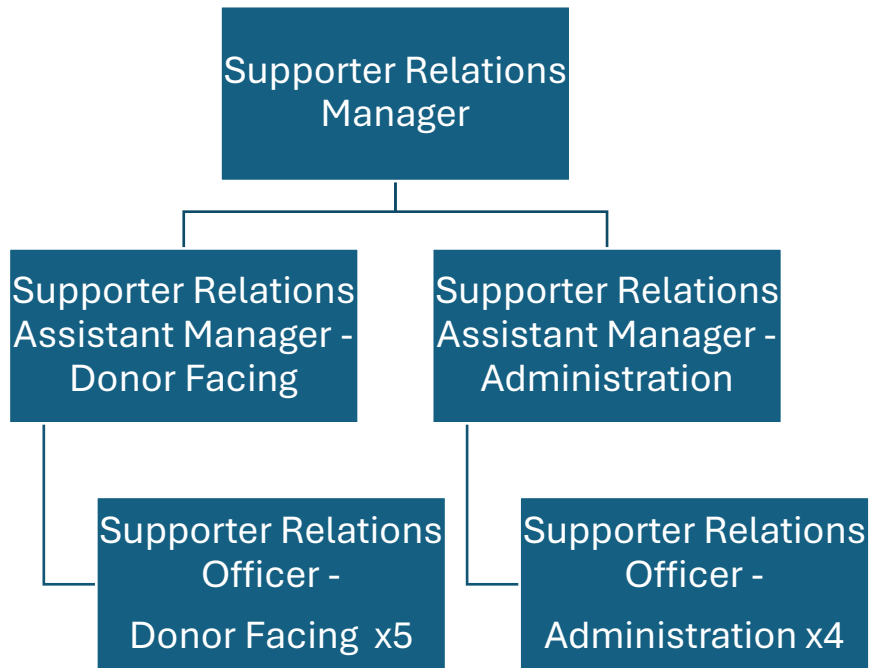
**Financial:** nil

**People:** nil direct reports

**Scope:** Providing support to over 120K donors

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**ORGANISATIONAL STRUCTURE**



**CONTEXT**

The Supporter Relations team sits within the Engagement department. The Supporter Relations Admin team is very involved in processing and reconciling donations and works closely with the Finance team from the Business Operations department.

The Donor Facing team works closely with the SR Admin team, the Data team, and the Fundraising teams eg: Philanthropy, Regular Giving, Community, and the Gift in Wills teams.

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### ACCOUNTABILITIES

- Answer and promptly resolve supporter phone calls including donations, general enquires, cancellations, refunds and problem resolution.
- Handle and resolve supporter related inbound mail and email.
- Actively seek to grow and develop a current understanding of MSF in Australia and globally, in order to give our supporters the best possible service.
- Perform data entry and other tasks with accuracy and efficiency.
- Attempt to retain supporters wishing to end their donations.
- Build positive and collaborative relationships with staff across the organisation.
- Actively participate in call coaching.
- Ensure all Supporter Relations and volunteer work areas and your actions are in compliance with PCIDSS and Audit guidelines.

### KEY PERFORMANCE INDICATORS

80% of calls answered within 20 seconds.

Emails to be actioned and responded to within 3 days.

Maintain a minimal error rate consistent with team averages.

### CHALLENGE & CREATIVITY / DECISION-MAKING

- Able to demonstrate patience and resilience with donors impacted by systems errors or any other factors.
- Able to provide consistent service excellence on calls throughout the day.
- Being able to effectively manage difficult donor calls when they arise.
- Maintaining a high level of accuracy and attention to detail when actioning donor requests.
- Continued learning as new systems and processes are brought online.
- Able to manage the sensitive nature of some topics related to our projects such as: Safe Abortion Care; Mediterranean Search and Rescue; Gaza Ceasefire etc; and represent MSF's values even if these are at odds with your own views.
- Working rotating 7.5 hour shifts within the operational work hours of 8:30am to 5pm
- Requirements to be in the office each day for the first 6-8 weeks of employment for training, or until you are deemed capable of working independently in a remote setting.

### KNOWLEDGE, SKILLS & EXPERIENCE

- Excellent communication skills, both written and oral.
- Call centre or high-volume inbound phone experience, including handling of challenging calls.
- Excellent attention to detail.
- Previous experience using CRM systems and databases - Salesforce is desirable.
- Ability to work as part of a close-knit team as well as autonomously.

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- A high level of empathy to the needs of our supporters.
- A vibrant, friendly, proactive and approachable personality.
- Ability to use initiative and sensitivity to ensure every supporter contact is provided a positive experience and impression.
- Strong computer literacy - Microsoft Office, Teams and SharePoint is desirable.

### COMPETENCIES

- Lead by example. In MSF Australia, the following four values form the foundations of our culture: **Courage, Integrity, Inclusion** and **Pragmatism**. They guide us in our work every day, driving our behaviour as we approach delivery of our social purpose and vision.
- **PLANNING & ORGANISING**: the ability to think ahead about how to co-ordinate tasks and projects and monitor their progress.
- **RELATIONSHIPS, COMMUNICATION & LISTENING**: the ability to work together, collaborate, resolve conflicts and gain trust/respect of colleagues, either individually or within a team, for the good of the organisation.
- **ACTION ORIENTATED**: the ability to focus on & complete work and tasks, be proactive and use initiative.

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