

POSITION DESCRIPTION

POSITION DETAILS			
Title:	Supporter Care Officer	Job Type:	Permanent Full Time
Location:	Sydney (Yagoona)	Department:	Fundraising
Direct Reports:	NIL	Indirect Reports:	NIL
Manager:	Elizabeth Strogilos	FTE:	1
Industrial Instrument:	Award Free	Grade:	
COMPANY COMMITMENT			
<p>RSPCA NSW is committed to providing a physically and psychologically safe and supportive work environment for all employees. The position description outlines the responsibilities and standards expected when performing the role.</p> <p>All positions at RSPCA NSW come with risks and hazards which are managed by providing appropriate training, employee consultation, maintaining a safe workplace, providing first aid equipment and employee awareness on emergency plans, and regular review of the safety management system.</p>			
POSITION RESPONSIBILITIES			
<p>Key responsibilities include:</p> <ul style="list-style-type: none"> • Receive, sort, open, and distribute incoming mail daily • Process donations, receipt and thank donors in a timely manner • Onboard new community fundraisers, including welcome calls, sending fundraising packs and incentive milestone as per our standard operating procedures • Manage the Donations phone line and inboxes, answering calls within three rings and responding to enquiries and voicemails within 24 hours • Provide courteous, professional, and timely responses to all donor enquiries, always maintaining exceptional supporter care • Complete donor acknowledgement and thank-you processes to a high standard including finding opportunities to surprise and delight donors • Import, export, and manage data within Salesforce, including third party platform and other fundraising initiatives • Follow up declined transactions within 24 hours • Maintain accurate and up-to-date databases • Research and monitor external charity campaigns and donor care practices to stay informed of industry trends • Receive and act on managerial and customer feedback constructively • Provide ad-hoc administrative support to the Fundraising team as reasonably required • Comply with all RSPCA NSW policies and procedures, as implemented, varied or replaced from time to time <p><i>The duties outlined above are indicative only and in no way limit RSPCA NSW in directing other duties (specific tasks, projects or related activities) to the employee, provided such duties are within the employee's level of competence or training.</i></p>			

DECISION MAKING AUTHORITY	
<ul style="list-style-type: none"> Demonstrate personal leadership in the implementation of RSPCA NSW's Work Health & Safety (WHS) management system, facilitate its effectiveness by ensuring adequate resources are available, and that all employees are aware of their WHS obligations, and that one's personal behaviour model's the organisation's commitment to WHS 	
POSITION REQUIREMENTS	
Qualifications:	<ul style="list-style-type: none"> Certified in administration or equivalent desired Salesforce experience desired
Experience:	<ul style="list-style-type: none"> Minimum 1 years' experience in administration and secretarial roles Prior experience working in a team environment Experience in supporting project tasks
Skills:	<ul style="list-style-type: none"> Proficient in using Microsoft Office Suite applications Adept in using Microsoft Excel High level of communication and interpersonal skills High level of attention to detail Conflict resolution Strong organisational skills Ability to work autonomously and multitask, as well as contribute to a team An interest in animal welfare
Recruitment Requirements:	<ul style="list-style-type: none"> National Police Check Medical Declaration Reference Check

POSITION DESCRIPTION SIGN-OFF

Position Description Approved by: Phoebe Brasher

Name: Elizabeth Strogilos

Position: Acting Supporter Care Manager

Signature:

Date: 03.02.2026

Name:

Position:

Signature:

Date:

POSTION DESCRIPTION REVIEW

Date of next review: January 2027