

POSITION DESCRIPTION

Supporter Experience Officer – Donor Care

POSITION DETAILS			
Directorate	Fundraising & Partnerships		
Position reports to	Supporter Experience Lead		
Direct reports	Nil		
Location	Richmond	Date approved	August 2026

Purpose of the position

The Supporter Experience Officer (Donor Care) is the first point of contact for RFDS Victoria's donors and supporters, delivering responsive, professional and positive service by phone, email and written correspondence. The role focuses on strengthening supporter relationships and improving retention across the supporter base. Working within established supporter care processes and service standards, the role manages donor enquiries, feedback and acknowledgements, supports retention and identifies major givers and bequest opportunities to the appropriate relationship owner.

Key Accountabilities	
Tasks and Responsibilities	• Act as a first point of contact for donors and supporters by phone, email and written correspondence, providing positive responsive and professional service that strengthens supporter relationships and builds loyalty. • Responsible for managing the daily phone service, responding to enquiries in a timely and professional manner and in line with agreed service standards. • Engage donors who wish to change or cancel their regular giving, understand their reasons, and offer suitable alternatives to support retention through a supporter-led approach • Deliver timely donor acknowledgements and communications, including thank-you calls and donor acknowledgment and receipt letters, so donors feel valued and recognised. • Manage the supporter inbox and respond to enquiries, complaints and feedback within agreed service standards, resolving issues in a timely manner and escalating where appropriate. • Process and commit donations accurately, on time and in line with agreed controls, across all channels including mail, online, phone, direct deposit, and event and campaign batches. • Apply the correct gift coding and agreed data standards at the point of processing, so income is correctly classified for receipting and reconciliation. • Generate and issue donation receipt letters and donor acknowledgment and accurately and within agreed timeframe including following up outstanding or pending receipts. • Maintain accurate supporter records and contribute to the data hygiene of supporter and donation records. • Maintain supporter-care reporting and procedures and contribute to the continuous improvement of the supporter experience.

Key Stakeholders	Internal • Supporter Experience Lead • Supporter Experience team CRM Lead Supporter Data & CRM Specialist • Fundraising & Partnership program teams. External • Donors and Supporters of RFDS Victoria
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Key Selection Criteria	
Knowledge, Skills and Experience	1. Organisational Skills: ability to manage multiple tasks to prioritise workload effectively. This includes keeping accurate records, maintaining schedules, and ensuring that all tasks are completed in a timely manner. 2. Communication Skills: - Effective oral and written communication skills demonstrated through strong interpersonal skills to interact professionally with clients, stakeholders, and team members. This includes the ability to listen actively and respond appropriately to queries and requests. 3. Attention to Detail: Demonstrate a high level of attention to detail, ensuring that all documents, data entries, and correspondences are error-free and adhere to business requirements. Technical Proficiency: Proficiency with Microsoft office products and be confident with all forms of technology is essential for an administrator. A willingness to learn new systems and tools and or troubleshoot as required.
Qualifications and Experience	1. Demonstrated experience in a phone-based customer service, contact centre or supporter care role. 2. Experience in a fundraising or not-for-profit environment is desirable. 3. Experience using CRM to record and maintain customer or supporter information.

Checks, Licenses & Registration

Probity checks must be completed as indicated below:

It is the responsibility of both the Manager and Incumbent(s) of the role to ensure the employee(s) performing the role meet relevant requirements of Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or under Industry Codes.

☒ National Police Check/Criminal Record Check [Mandatory]	☐ Drivers License [required for travel to RFDS locations]
☐ Working with Children Check	☐ Discipline Specific Vaccination – Covid (3 doses)
☐ Professional Registration Choose an item.	☐ Discipline Specific Vaccination-Influenza
☒ Evidence of Right to Work in Australia [Mandatory]	☐ Discipline Specific Vaccination-Hep B or other

Important information

All Royal Flying Doctor Service of Victoria employees are mutually responsible for the success of the organisation.

The organisation is committed to creating an environment in which all employees can realise their full potential. In return all RFDS Victoria employees are expected to make contributions that positively impact our customers, our patients, our communities, our business and each other.

Therefore, employees are expected to meet their obligations under the relevant policies related but not limited to Child Safety and Workplace Health & Safety.