

Supporter Relations Officer

As part of the Supporter Relations team, you act as the primary point of contact for our supporters, and effectively share information with our donors on behalf of ChildFund Australia. As part of this role, you ensure the accurate & timely entry of data into our system and provide administrative support to the Supporter Relations team.

Key Duties

- Manage inbound and outbound telephone calls
- Manage supporter-related phone, email and online enquiries
- Liaise with ChildFund Australia Country Offices and ChildFund International Country Offices to ensure supporter queries are answered promptly
- Inform supporters of any changes in the sponsorship status of the sponsored child and community
- Respond to and handle complaints from supporters
- Input supporter information data, ensure database accuracy, and input data to record campaign, fundraising and telemarketing responses
- Process supporter donations, update payment methods, and process missed instalments
- Update and process credit card & direct debit changes, and action supporter cancellation requests
- Assist with regular giving program administration, including creating new records and updating communication preferences
- Call supporters for various retention campaigns proactively (outbound calling)
- Understand & explain key aspects of our programs and how they relate to the donations we receive
- Assist the Supporter Relations team by completing other administrative tasks as required, including printing, incoming & outgoing mail, scanning etc.

Qualifications & Experience

- Experience in customer service
- Experience with the accurate and timely entry of data
- Proven ability to work effectively under pressure
- Proficiency in the use of standard software applications
- Proven experience in office administration

Desirable

- Knowledge and/or experience in using Salesforce
- Prior experience in a not-for-profit organisation
- Prior experience in a call centre
- Demonstrated understanding of gender equality, disability, and social inclusion

We're always looking for talented & ambitious people looking to further their careers, so we strongly encourage you to apply, even if you don't feel you meet every requirement right now!

At ChildFund Australia, all staff must remain alert and responsive to any child safeguarding or sexual exploitation, abuse, or harassment (SEAH) risks. Staff will acquire the knowledge and skills needed to understand our Child Safeguarding and PSEAH policies & procedures, promote strong safeguarding practices, and conduct themselves consistent with these policies.

Skills & Qualities

- Analytical & detail-oriented
- Excellent customer service & communication skills
- Effectively manages multiple tasks simultaneously
- Exceptional written communication & drafting skills
- Adaptable and confident change champion
- Highly organised & efficient

Childfund Australia's Values

Respect, Integrity, Collaboration, Change, Empowerment & Excellence

Department: Fundraising, Supporter Relations
Location: ChildFund Australia, Level 8, 162 Goulburn Street, Surry Hills NSW 2010
Employment: Full Time
Reports to: Supporter Care Manager
Other Information: Must have working rights in Australia.
Please apply at: <https://www.childfund.org.au/work-with-us/>





ORGANISATIONAL CONTEXT

ChildFund Australia is an independent international development organisation that works to reduce poverty for children in developing communities. We partner to create community and systems change which enables vulnerable children and young people, in all their diversity, to assert and realise their rights.

Our vision is a world without poverty where all children and young people can say: “I am safe. I am educated. I contribute. I have a future.”

ChildFund Australia directly manages and implements programs with a range of local partners in Cambodia, Laos, Myanmar, Papua New Guinea, Timor-Leste, Vietnam, and other Pacific nations, and manages projects delivered by partner organisations throughout Asia, Africa, and the Americas. Our work is funded through child and community sponsorship, government grants as well as donations from individuals, trusts and foundations, and corporate organisations.

ChildFund Australia is a member of the ChildFund Alliance – a global network of 12 organisations which assists almost 23 million children and their families in 70 countries. ChildFund Australia is a registered charity, a member of the Australian Council for International Development, and fully accredited by the Department of Foreign Affairs and Trade which manages the Australian Government’s overseas aid program.

HOW WE VALUE YOUR CONTRIBUTION

Remuneration

We provide a remuneration package that is attractive and fair; our remuneration framework ensures that we are aligned with employment conditions and laws, and we benchmark against the local market to ensure we offer competitive employment conditions that are appropriate to our sector.

Leave

You will have access to 20 days of paid annual leave (pro-rated for part-time employees). You are also entitled to personal/carer’s leave, paid parental leave, long service leave and bereavement leave.

Flexible Working Arrangement

ChildFund Australia is supportive of flexible working arrangements; we encourage a culture of flexibility and encourage conversation between yourself and your manager about maintaining work-life balance. If the role allows, employees can choose to work up to two days from home per week.

Salary Packaging

As a not-for-profit organisation, our employees are eligible for salary packaging. The Australian Taxation Office (ATO) allows us to reimburse you for some of your personal expenses without having to pay any income or fringe benefits tax that would normally be payable. These tax concessions are in additions to the income tax free threshold.

Employee Assistance Program

In case you need help with personal, family or employment-related matters you and your family will have access to free external, professional and confidential counselling assistance. UPRISE, our EAP system, combines multiple wellbeing initiatives to support your mental health and resilience.

Learning and Development

Our approach to learning and development will enable you to have the information, skills, and knowledge needed to do your job and to grow in your position. We build the capacity of our people and support you with on-the-job experience, coaching and formal training.

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OUR MISSION: We partner to create community and systems change which enables vulnerable children and young people, in all their diversity, to assert and realise their rights.

At ChildFund Australia you will be contributing to our programs which protect, educate, and empower children and young people.