

Supporter Relations Officer – Donor Facing

JOB TITLE:	Supporter Relations Officer – Donor Facing
DEPARTMENT:	Supporter Relations
JOB HOLDER:	
REPORTS TO (JOB TITLE):	Supporter Relations Assistant Manager – Donor Facing

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.

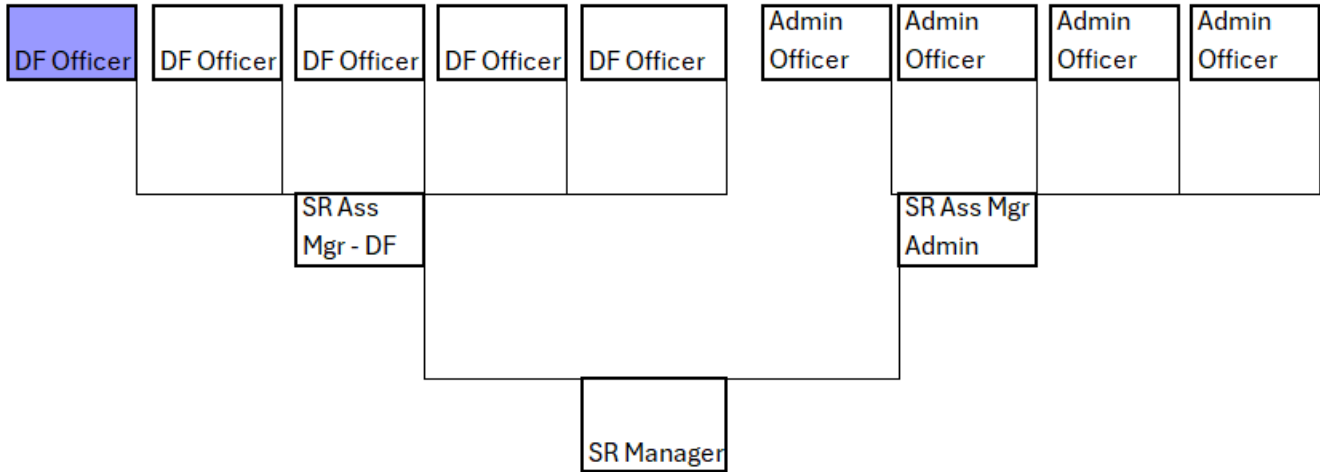
DIMENSIONS

The Donor Facing team is comprised of 5 team members and an Assistant Manager. Our hours of operation are 8.30am to 5pm Monday to Friday. The wider Supporter Relations team also includes an Administration team.

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ORGANISATIONAL STRUCTURE



CONTEXT

The Supporter Relations team sits within the Business Operations Department. The Supporter Relations Admin team is very involved in processing and reconciling donations and works closely with the Finance team who are also part of Business Operations.

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 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 with 3 days.

Maintain a minimal error rate consistent with team averages.

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CHALLENGE & CREATIVITY / DECISION-MAKING

- Flexibility is required to learn and adapt to our new CRM as Transformation systems and processes are still being updated and streamlined, and this will continue over the next 12 months.
- Able to demonstrate patience and resilience if donors are impacted by systems errors.
- 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.

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.
- Strong computer literacy skills.
- Ability to work as part of a close-knit team as well as autonomously.
- 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.
- Current right to work in Australia.
- Previous experience with Salesforce is desirable.
- Previous experience with Microsoft Office, including Teams and SharePoint is desirable.

COMPETENCIES

DATE:	
Signed: (Job Holder)	
Signed: (Manager / Director)	

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- At MSF Australia, the following 5 values form the foundations of our culture – **Transparency, Respect, Understanding of Diversity, Stepping In,** and **CollaboraTion**: we value T.R.U.S.T as an essential element to how we operate and believe that these organisational values flow from this trust that we build.
- **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.

DATE:	
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