

## Supporter Services Coordinator - Position Description

The Supporter Services Coordinator is responsible for all aspects of donor care including donation processing.

**Job title:** Supporter Services Coordinator

**Location:** Sydney (preferred) or Melbourne

**Salary:** in line with SCHADs level 3: \$71,136 a year (pro rata), plus super and leave loading

**Hours:** Part time - 2 days a week

**Contract period:** This is a permanent position

**Reporting:** Development and Operations Director

### About 350 Australia

350 Australia is growing a grassroots movement to end fossil fuels and create community-led solutions to the climate crisis.

Our vision is a fairer world where communities can thrive and we are all safe from the impacts of climate change. Transformative change is won by social movements led by those with the most at stake. If we grow a grassroots movement with more power than fossil fuel corporations, we will win campaigns that create a fairer and safer world.

For more information: [350.org.au](https://350.org.au)

350 Australia is a supportive, small team with benefits including professional development and training, an Employee Assistance Program, the ability to work flexibly and from home, and cultural leave provided to employees.

350 Australia is an equal opportunity employer, and we strongly encourage Aboriginal and Torres Strait Islander people, people living with a disability, LGBTIQ+ people, and people from culturally and linguistically diverse communities to apply for this role.

## About this role

The Supporter Services Coordinator is responsible for all aspects of donor care including donation processing. This role involves confidently and professionally assisting 350 Australia supporters as well as proactively calling our regular donors to solve problems with their payments and increase their financial support.

This role is a key part of our team and will be responsible for sharing our climate justice campaigns and wins with our supporters.

This role is managed by the Development and Operations Director but works collaboratively with all members of the 350 Australia team.

## In this role you will be responsible for:

- Being the first point of contact for the majority of our supporters and donors, managing supporter queries and solving problems, and managing our general enquiries inboxes.
- Ensuring donor care communications are actioned including; appropriate thank you letters, receipts, declines and expiry communication .
- Keeping supporter records up to date on our database Actionkit.
- Maintaining our regular giving program on our database ActionKit and external payment platforms such as PayPal, Raisely and Braintree, identifying issues with donations and rectifying. Including refunding donations where appropriate and helping to ensure payments are processed smoothly.
- Setting targets for and delivering our inhouse supporter calling program, calling our supporters to manage declined payments, saving canceled donors, thank you and retention calling, and rolling out new programs such as asking our current regular givers to increase their donations.
- Measuring and tracking supporter cancellation and retention rates to gauge the effectiveness of our retention programs.
- Working with the Development and Operations Director to identify spikes in donor retention, and develop and manage retention activities to improve our donor experience and achieve our fundraising objectives.
- This role will also at times provide organisational admin support when required.

*350 Australia values lived experience and can provide support and training opportunities for the right candidate - we encourage applications from those who don't meet the full criteria below.*

## Required skills & experience:

- Excellent verbal and written communication skills, and able to liaise with a range of people in a professional and friendly manner.

- Previous experience in customer service/supporter service role and confidence in communicating by phone.
- High level of attention to detail and highly organised, with the ability to juggle different tasks.
- Ability to work independently but also work well within a collaborative team environment.
- Can-do attitude and collaborative style to support team members.
- Commitment to climate justice and the work of 350 Australia.

**Desirable skills and experience:**

- Working knowledge of a supporter fundraising or membership database system
- Experience working within marketing or fundraising teams
- Experience of working for or volunteering with a non-profit

**How to apply**

Please send the following to **verity@350.org.au** by **5pm Monday 22nd January**

- A short CV of no more than 2 pages
- A cover letter responding to the skills and experiences listed above.